



Document No: 1018761  
Revision: B

## **Ganz Thermal Series**

**Pan & Tilt, Fixed Focus Thermal IP and Analog Camera  
User Manual**

**GANZ**  
Security Solutions  
by 

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### Rev History

Revision Number	Release Date	Description
A	2/05/14	Initial Release
B	7/09/14	Changes/Additions

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GSOAP	<a href="http://www.genivia.com/Products/gsoap/contract.h@I">http://www.genivia.com/Products/gsoap/contract.h@I</a>
H.264 encoder	<a href="http://www.mpegla.com/main/programs/AVC/Pages/AgreementExpress.aspx">http://www.mpegla.com/main/programs/AVC/Pages/AgreementExpress.aspx</a>
ONVIF™	<a href="http://www.onvif.org">www.onvif.org</a>
H.264 decoder (Video LAN SW) (VLC provides Source-Freeware)	<a href="http://www.gnu.org/licenses/gpl.h@I">http://www.gnu.org/licenses/gpl.h@I</a>
Live 555 server	<a href="http://www.live555.com/liveMedia/#license">http://www.live555.com/liveMedia/#license</a>
Linux kernel	<a href="http://www.kernel.org">http://www.kernel.org</a>
Lighttpd	<a href="http://www.lighttpd.net/">http://www.lighttpd.net/</a>
dhcpcd	<a href="http://www.phystech.com/download/dhcpcd.h@I">http://www.phystech.com/download/dhcpcd.h@I</a>
ntpcient	<a href="http://doolittle.icarus.com/ntpcient/">http://doolittle.icarus.com/ntpcient/</a>
zeroconfig	<a href="http://avahi.org/wiki/AboutAvahi">http://avahi.org/wiki/AboutAvahi</a>
esmtpt	<a href="http://sourceforge.net/projects/esmtpt/">http://sourceforge.net/projects/esmtpt/</a>

## REGULATORY AND SAFETY

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### FCC

This equipment has been tested and found to comply with the limits of FCC Class A Part 15 Subpart B. This equipment also complies with Canadian CES-003.



### WARNING

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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### CE

This equipment complies with CE standard as below.

For Europe (CE):

IEC 60065:2001 + Amd 1:2005 / EN 60065:2002

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### UL

This equipment is approved by UL and is compliant to below specifications.

For North America (UL):

UL 60065, 7th Edition, 2007-12-11

CAN/CSA-C22.2 No. 60065-03, 1st Edition, 2006-04 + A1:2006

### RoHS

This equipment complies with the European ROHS directive, 2011-65-EC.

### WEE



This equipment must be disposed of as electronic waste. Contact your nearest CBC AMERICA Corp Representative for instructions on how to return the product for proper disposal.

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## ACRONYMS AND ABBREVIATIONS

Abbreviation	Description
VOx	Vanadium Oxide
IP	Internet Protocol
ICE™	Image Contrast Enhancement
ONVIF™	Open Network Video Interface Forum
NEDT	Noise Equivalent Delta Temperature
DHCP	Dynamic Host Control Protocol
TCP	Transmission Control Protocol
UDP	User Datagram Protocol
FTP	File Transfer Protocol
NTP	Network Time Protocol
HTTP	Hypertext Transport Protocol
HTTPS	Hypertext Transport Protocol Secure
802.1X	Network Access Control Port based standard
H264	Video Compression Standard
JPEG	Joint Photographic Experts Group
MJPEG	Motion Joint Photographic Experts Group
VLC	VideoLAN Client
AGC	Automatic Gain Control
ROI	Region of Interest
RTP	Realtime Transport Protocol
RTSP	Realtime Streaming Protocol
UPnP	Universal Plug and Play
EULA	End User Licensing Agreement

## REFERENCE DOCUMENTATION

The following documents form part of this user manual. In the event of a conflict between documents referenced herein and the contents of this user manual, please refer to the content of the most recently released document.

**Ganz Thermal® Quick Start Guide**

**Ganz Thermal WinXP UPnP Procedure**

**Ganz Thermal® IP Series Interface Control document (ICD)**

<http://www.GanzSecurity.com>

**CBC AMERICA Corp Training Videos**

<http://www.youtube.com/channel/UCM673QrTQ5ulxNktUnC0Dsg>

**VLC Media Player Download (Version 2.0.0 Recommended)**

<http://www.videolan.org/vlc/>

# SAFETY INSTRUCTIONS

## NOTIFICATIONS: CAUTION, WARNING AND NOTE

Throughout this manual, notifications are used to alert the user's to potential risks and to minimize the potential for personal injury and or damage to the product. When a notification is present, it is important that the user review and understand all statements related to the notification before proceeding. If questions arise, please contact your authorized dealer or CBC AMERICA Corp.

Notifications are preceded by a symbol and followed by highlighted text. Three types of notifications are used throughout this manual and are defined below:



### CAUTION

A caution is a procedure, practice, or condition that, if not strictly followed, may result in personal injury or damage to the equipment that may impede product performance.



### WARNING

A warning is intended to alert the user to the presence of potentially harmful circumstances and provide precautionary guidance for mitigating risk of personal injury and or damage to the product.



### NOTE

A note is a statement that clarifies or is used to emphasize important information.



## WARNING

### IMPORTANT SAFETY INSTRUCTIONS

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Install in accordance with the manufacturer's instructions.
6. Installation of the equipment must comply with local and national electrical codes.
7. This product must be connected to a Power Over Ethernet IEEE 802.af compliant power source or a UL Listed "Class 2" power supply rated 12-24 V DC or 24 V AC minimum 13 W or 0.54 A.
8. Operating the camera at voltage levels outside the specified range may result in permanent damage to the unit and void the product warranty.
9. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.



10. Clean the camera lens only with lens cleaning paper.
11. Failure to follow the proper procedure may cause permanent damage to the camera and void the product warranty.

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# 1 INTRODUCTION

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## 1.1 DOCUMENT OVERVIEW

This document, provides details about the IP Camera features, installation, access, configuration, application, interoperability, troubleshooting, warranty and support of the Ganz Thermal® ZNT6-P Series Pan and Tilt, Fixed Focus Thermal IP and Analog Cameras.

## 2 PRODUCT OVERVIEW

### 2.1 IP CAMERA OVERVIEW

This manual applies to the following products:

Ganz Thermal® ZNT6-Pxx1 30 Hz

Ganz Thermal® ZNT6-Pxx1 9 Hz

Ganz Thermal® ZNT6-Pxx2 30 Hz

Ganz Thermal® ZNT6-Pxx2 9 Hz

This chapter provides an overview of the Ganz Thermal® ZNT6-P Series, a Pan & Tilt, Fixed Focus Thermal IP and Analog Camera. The Ganz Thermal® ZNT6-P Series offers a feature-rich thermal camera solution for video surveillance systems. The Ganz Thermal® ZNT6-P Series is available in 2 frame rates (versions), 30Hz and 9Hz. The Ganz Thermal® ZNT6-P Series employs DRS's proven uncooled 320 x 240, 17 µm VOx thermal imaging technology. Unlike many conventional and low light video surveillance cameras, the Ganz Thermal® ZNT6-P Series does not require any ambient light or illumination. It detects infrared (heat) waves in the 8-14 µm wavelength in the Electromagnetic spectrum to provide users with superior thermal images in challenging environments, including complete darkness, over water and in dark corners, where threats are difficult to detect due to lighting constraints and weather conditions.

The camera system is an Internet Protocol (IP) networked solution, conforming to the Open Network Video Interface Forum (ONVIF™) standard and is operational in a networked environment through a central office, remote video management system or through the provided Ganz Thermal web interface utility. With an industry leading low power consumption of less than 12.95 watts, the Ganz Thermal® ZNT6-P Series is IEEE802.3af compliant, supporting video, camera control and power over a single tamper resistant cable connection. As a result, the camera can be configured and installed easily into any existing security infrastructure.

Measuring approximately 20 x 27 cm (diameter x height) and weighing less than 3 kilograms, the Ganz Thermal® ZNT6-P Series is compact and lightweight. It is sealed to an IP66 outdoor rating when installed in the "ball-down" configuration, which makes it ideal for outdoor security of critical infrastructure such as airports, utility companies, and nuclear power plants. The camera is available with a choice of fully sealed and hard carbon coated athermalized fixed focus lenses, which provide a horizontal field of view of 90°, 40°, 16°, or 9° for ZNT6-Pxx1 models and 90°, 44°, 37.5°, 24.8°, or 17.6° for ZNT6-Pxx2 models, and are all capable of 4X digital zoom.

The Thermal IP camera includes the following key features:

- Thermal Imaging – Provides superior thermal imaging capabilities in complete darkness and challenging environments 24 hours a day 7 days a week using patented DRS sensor technology.
- Superior image quality with Image Contrast Enhancement (ICE) feature
- Optimized Lens – The lens material and optical design is optimized for thermal imaging and range performance.



- Outdoor ready – Suitable for outdoor deployment out-of-the box with a built-in heater, anti-ice and anti-fog, and IP66 ready.
- Local Storage – Comes with a built-in memory for storage of video
- Power options – The IP camera can be powered with 12/24 volts DC or 24 volts AC, which is provided through an optional external power adapter, or through PoE (802.3af), which is provided through a supported switch.
- Communications Interface – 10/100 Ethernet and Power Over Ethernet (POE).
- DHCP support – The IP camera can automatically obtain its IP address in a network in which DHCP is enabled.
- Multiple protocol support – Supports DHCP, FTP, HTTP, HTTPS, NTP, SMTP, RTP, RTSP, 802.1X, TCP/IP and UDP/IP.
- H.264 and MJPEG compression – The camera can generate multiple H.264 and MJPEG streams simultaneously, individually configurable with streams up to 30 frames per second (fps) or fixed at 9 fps for export simplification.
- Multicast and user definable ports – Supports multicast IP address and user definable ports for both H264 and MJPEG streams.
- Web-based management – Administration and management of the IP camera can be performed through the Ganz Thermal web-based configuration menus.
- Motion detection – The IP camera can detect motion based on region of interest definitions and can generate events/alerts if motion is detected.
- Network Time Protocol (NTP) – Allows the IP camera to synchronize its internal clock with a local or Internet time server.
- Pan/Tilt and eZoom — The IP camera supports motorized pan & tilt and digital zoom (4X).
- Camera access control — You can control access to IP camera configuration menus and live video by configuring various user types and log in credentials.
- Analog video output (NSTC/PAL) via BNC connection.

## 2.2 CAMERA HARDWARE

Physical details of the IP Camera are provided below.



Figure 1: Ganz Thermal® ZNT6-P Camera



Figure 2: Ganz Thermal® ZNT6-P Camera Mount

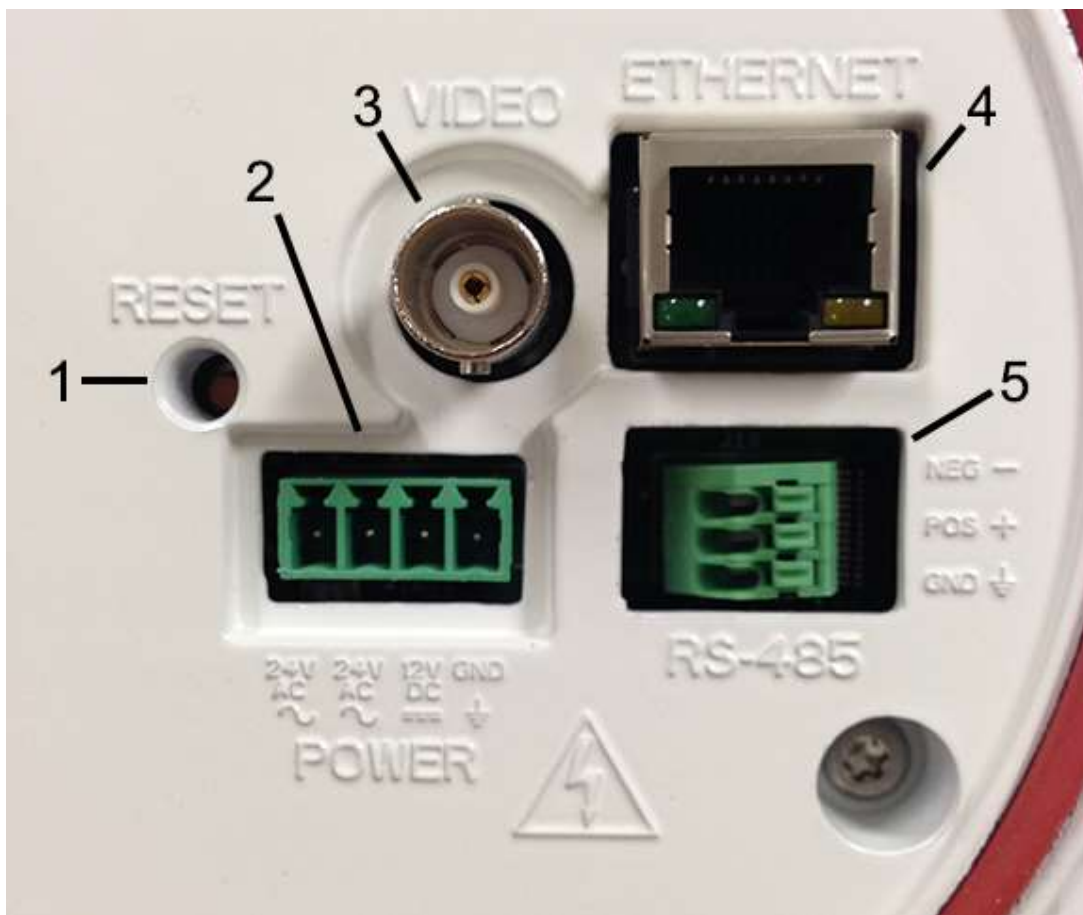


Figure 3: Ganz Thermal® ZNT6-P Series Bottom View

Table 1: Ganz Thermal® ZNT6-P Series Connections

Item	Description	Function
1	Factory Reset Button	Reset button reboots the IP camera and resets it to the factory default state. You can use a pin or paper clip to depress it and hold for at least 6 seconds.
2	4-Pin AC/DC Power Connection	4-pin terminal block for power input – 2 for AC power input, 1 for DC power input and 1 for Ground. 12-24V DC or 24V AC power with minimum 13W or 0.54A and 10% tolerance.
3	Analog Video Out	Accepts a standard BNC terminated coax cable for analog video output.
4	Ethernet Connection	Indicates information about the network connections as follows: Off – LAN connection is NOT detected Solid Green - 100 MB LAN connection is detected Solid Amber - 10 MB LAN connection is detected Flashing Green/Amber - Data is being transmitted or received via the LAN connection
5	RS-485 Connection	Accepts wiring connections for a Pelco-D compatible joystick.

## 3 SPECIFICATIONS

### 3.1 QUICK REFERENCE SPECIFICATIONS

The Ganz Thermal® Series Specifications are detailed below in Table 2.

Table 2: Ganz Thermal® Series Specification Quick Reference Table

Focal Plane Array	
Sensor Type	Uncooled VOx Microbolometer
Array Format	320x240 (ZNT6-Pxx1 Series) 640x480 (ZNT6-Pxx2 Series)
Pixel Pitch	17 $\mu\text{m}$
Spectral Band	8 - 14 $\mu\text{m}$ (LWIR)
Sensitivity (NEDT) @ f/1.0	< 50 mK at f/1.0
Video	
Frame Rate	Configurable for up to 30 Frames Per Second (fps) or Fixed at 9 fps
Format	Analog: NTSC/PAL IP: H264/MJPEG
Gain/Level Control	Automatic
4X Digital Zoom	1X-4X; 0.25X increments
Image Display	White Hot, Black Hot, Invert/Revert
Symbology	On screen display with date, time, and user defined text
Zoom	4x Digital Zoom with ePan/eTilt
Image Processing	Image Contrast Enhancement (ICE™) for superior performance
Communication Interface	
Protocols	IP: ONVIF™ Conformant (v 2.0 / Profile S), RTP, RTSP, TCP, UDP, DHCP, FTP, HTTP, and NTP Analog: PELCO-D
Interfaces	IP: Ethernet (10/100 Base T), RJ-45 Analog: RS-485
Security	802.1X Network Access Control and HTTPS
Electrical	
Voltage	12-24 V DC, 24V AC, 802.3af Power Over Ethernet (PoE)
Power	<12.95 W with Heater
Environmental	
Operating Temperature	-20°C to +60°C (-40°F to 140°F)
Storage Temperature	-50°C to +75°C (-58°F to +167°F)

Mechanical					
Dimensions (Diameter x Height)	20 x 27 cm				
Volume	8000 cm <sup>3</sup>				
Weight	< 3 kg				
Enclosure	IP66 (Ball-down), Tamper Resistant				
Motion Mechanics	Pan Range (Azimuth): Continuous 360° Tilt Range (Elevation): ± 120° Pan-and-Tilt Speed: 30° per second Pan-and-Tilt Accuracy: ± 2.5°				
Optics					
Athermalized Fixed Focus Lens for ZNT6-Pxx1					
Horizontal Field of View (HFOV)	90°	40°	24°	16°	9°
f/no	1.4	1.2	1.0	1.1	1.2
Effective Focal Length	3.8mm	7.5mm	13mm	19mm	35mm
Athermalized Fixed Focus Lens for ZNT6-Pxx2					
Horizontal Field of View (HFOV)	90°	44°	37.5°	24.8°	17.6°
f/no	1.4	1.2	1.2	1.2	1.2
Effective Focal Length	7.5mm	14.25mm	16.7mm	25mm	35mm
Software					
Ganz Thermal Web Interface	Administrator, Operator, and Viewer with Password Protection				
Hardware					
Embedded Memory	2 GB for Video Storage and Image Capture				
Approvals					
Environmental/Enclosure	IEC 60529 IP66				
Emissions	FCC Part 15 Subpart B Class A, CISPR22 Class B, EN55022 Class A				
Electrostatic Discharge (ESD)	EN 61000-4-2 as modified by EN 55024				
Electrical Fast Transients (EFT)	EN 61000-4-4 as modified by EN 55024				
Radiated Disturbances	EN 61000-4-3 as modified by EN 55024				
Conducted Disturbances	EN 61000-4-6 as modified by EN 55024				
Power-Frequency Magnetic Fields	EN 61000-4-8 as modified by EN 55024				
RoHS	European RoHS directive, 2011/65/EU				
Safety	UL 60065 7th Edition 2007-12-11, CAN/CSA-C22.2 No.60065-03, 1st Edition, 2006-04+A1:2006				

### 3.2 RANGE PERFORMANCE

The Ganz Thermal® ZNT6-Pxx1 and ZNT6-Pxx2 range data assumptions and performance is provided below. Typical detection and recognition range performance has been modeled for multiple available lens solutions using NVTHERM<sup>1</sup>. See Figure 4 and Figure 5.

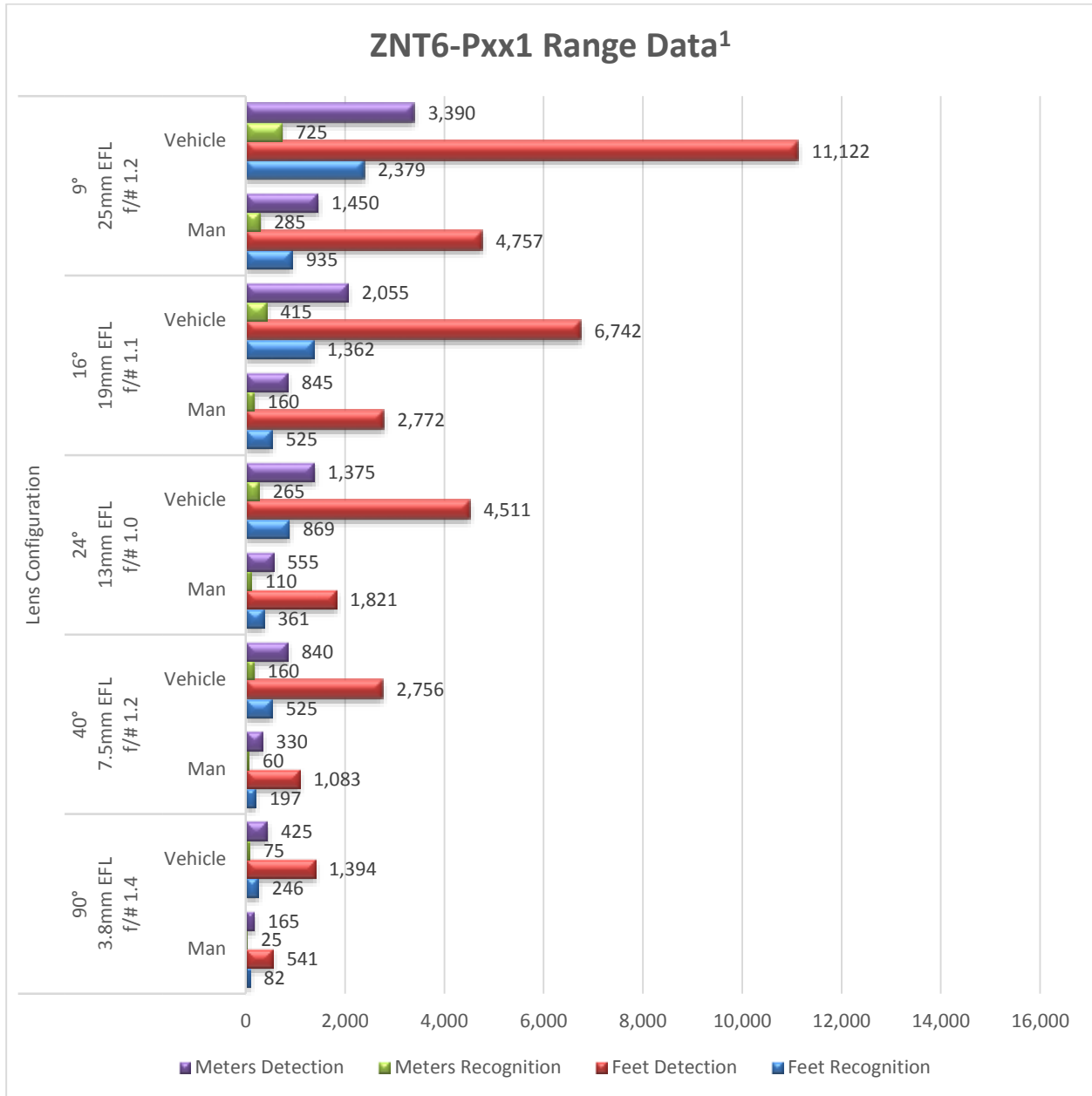


Figure 4: Ganz Thermal® ZNT6-Pxx1 Range Data

<sup>1</sup> Lens transmission and MTF taken from actual design data; No LOS jitter; Atmospheric transmission is clear (90% at 1km), Detector sensitivity 30mK, System sensitivity 50mK; Probability of detection and recognition = 50%; Display: nominal 640x480, 7.5" diag. flat panel with 2:1 interpolation of the 320x240 data. Viewing distance is 21". No E-zoom.

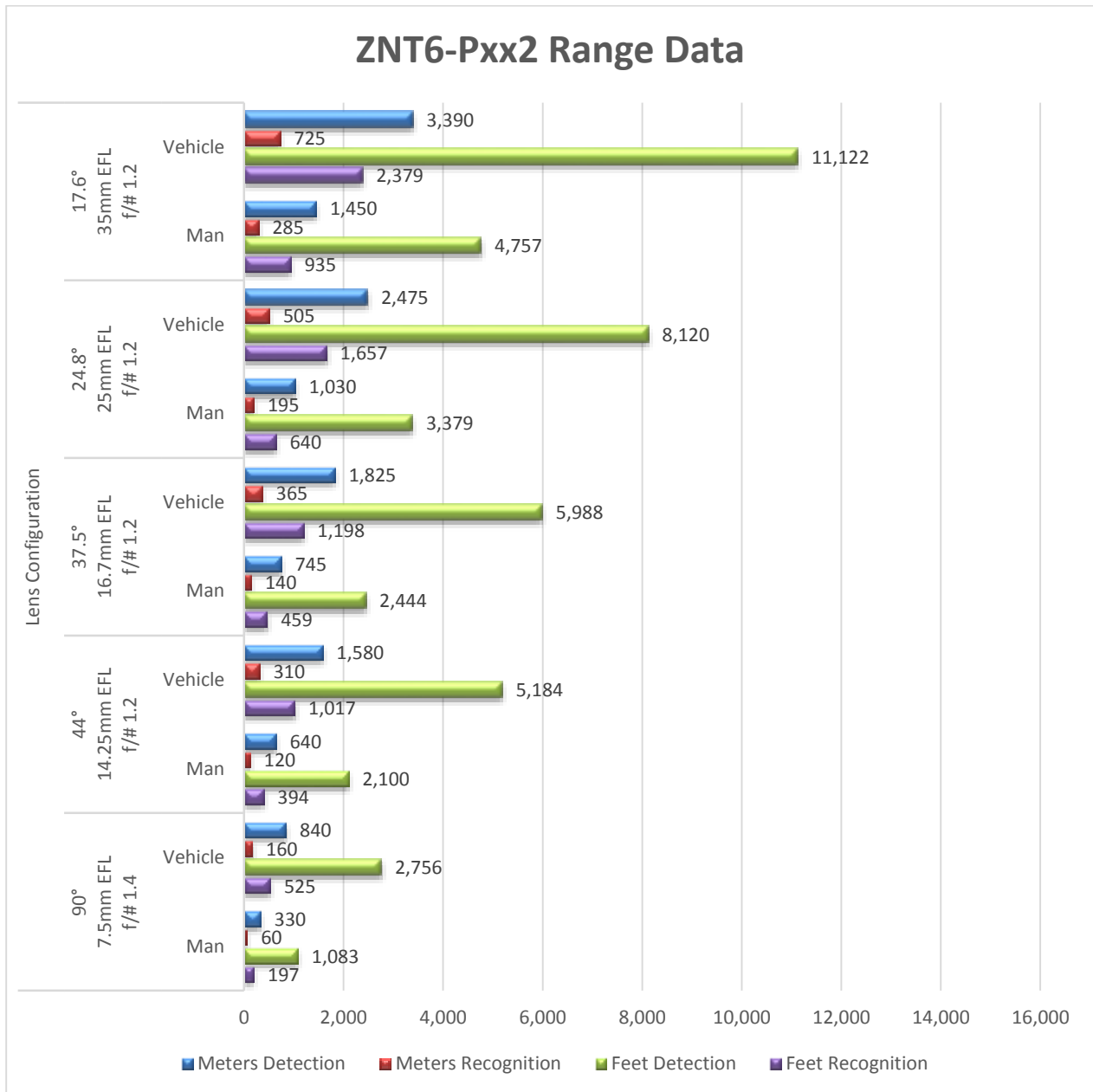


Figure 5: Ganz Thermal® ZNT6-Pxx2 Range Data



Data presented above are believed to accurately reflect camera performance under stated conditions but are not guaranteed performance metrics.

## 4 INSTALLATION AND ACCESS

### 4.1 PACKAGE CONTENTS

When unpacking, please note any damage that may have occurred during shipping and review the contents of the package to ensure all components are present. If any discrepancies arise, please notify your authorized dealer or CBC AMERICA Corp directly. The list of standard shipping contents is provided below.

- Ganz Thermal® ZNT6-P Series
- Ganz Thermal® ZNT6-P Series Camera Mount
- Hardware Kit
- 1 - Cable Sealing Gland with electrical nut
- 1 - O-Ring
- 1 – 4-pin power block
- Quick Start Guide
- End User Licensing Agreement (EULA)

### 4.2 INSTALLATION



#### WARNING

Installation of the equipment must comply with local and national electrical codes.



#### WARNING

This product must be connected to a Power Over Ethernet IEEE 802.af compliant power source or a UL Listed “Class 2” power supply rated 12-24V DC or 24V AC minimum 13 W or 0.54 A.



#### CAUTION

Operating the camera at voltage levels outside the specified range may result in permanent damage to the unit and void the product warranty.



**CAUTION**

Failure to follow the proper procedure may cause permanent damage to the camera and void the product warranty.

**WARNING****DEVICE SENSITIVE TO ELECTROSTATIC DISCHARGE**

The camera electronics and electronic interfaces are sensitive to electrostatic discharge. Please follow appropriate ESD procedures when handling the camera and during installation. For PoE installations, CBC AMERICA Corp requires the use of STP cabling and an earth grounded end point to ensure proper ESD immunity. For AC or DC powered installations, a properly earth grounded power source is strongly recommended.

**CAUTION**

To ensure a proper earth ground (between the Ganz Thermal camera and a PoE switch) CBC AMERICA Corp strongly recommends the use of Shielded Twisted Pair (STP) cabling. Installations of Ganz Thermal cameras using a STP cabling and a properly earth grounded PoE switch are tested to comply with industry immunity standards for Electro Static Discharge. Any other installation method may leave the camera at risk and void the warranty.

---

## 4.3 INSTALLATION PROCEDURE

The Ganz Thermal® ZNT6-Pxx1 and ZNT6-Pxx2 Series can be configured for both Ethernet/IP and Analog. You will need the following recommended list of tools (not included) before you can install the IP Camera.

- Power source: PoE Switch, 12-24V DC or 24V AC
- IP Network
- Ethernet Cable (STP Cat5 required)
- Mounting bracket for mounting the IP Camera
- Flat-head screwdriver
- 2 Open End Wrenches – 1 inch (25mm), OR adjustable wrenches
- A 6-inch scale OR ruler
- Screwdriver (if electric, set to 16 inch-pounds of torque) with a T20 Torx bit

- RJ-45 connector and
- RJ-45 Crimping Tool
- Suggested Tools for Analog Video:
  - Coax Cable
  - Coax Cable Cutter/Stripper
  - BNC Connector
  - BNC Crimping Tool



Figure 6: Recommended Tool Kit

Figure 7:  
Recommended  
Analog Tools

---

#### 4.4 PREPARE CABLES AND GLAND

1. Slide all needed cables through the bottom of the camera mount.
2. Remove the electrical nut from the cable gland and place the orange O-ring on the threaded side of the cable gland.
3. Secure cables through the cable gland for IP66 installation by using one of the below procedures:

##### Securing for IP66 (POE only)

1. Slide the Ethernet cable through the threaded end of the cable sealing gland, with Orange O-Ring installed.
2. Measure approximately 5 inches of cable slack from the end of the cable to the rubber grommet of the sealing gland. Use a scale to measure the length.
3. Attach one open end wrench onto the flange of the cable gland and tighten the compression nut, with the second open wrench, to approximately 50-55 in-lbs. of torque
4. Assemble a new RJ45 head to the Cat 5 Ethernet Cable

**Securing for IP66 (Ethernet & AC/DC power):**

1. Slide the Ethernet cable through the threaded end of the cable sealing gland, with Orange O-Ring installed.
2. Slide the 2, 20 AWG power wires through the back side of the cable sealing gland.
3. Measure approximately 5 inches of cable slack from the end of the cable to the rubber grommet of the sealing gland. Use a scale to measure the length.
4. Attach one open end wrench onto the flange of the cable gland and tighten the compression nut, with the second open wrench, to approximately 50-55 in-lbs. of torque.
5. Assemble a new RJ45 head to the Cat 5 Ethernet Cable.
6. Assemble a mating power connector to the 2 AC or 2 DC power cables.

**Securing for IP66 (Analog & AC/DC Power)**

1. Slide the Coax cable through the threaded end of the cable sealing gland, with Orange O-Ring installed.
2. Slide the 2, 20 AWG power wires (and any RS-485 wires) through the back side of the cable sealing gland.
3. Measure approximately 5 inches of cable slack from the end of the cable to the rubber grommet of the sealing gland for the power wires and approximately 10 inches of cable slack for the analog cable. Use a scale to measure the length.
4. Attach one open end wrench onto the flange of the cable gland and tighten the compression nut, with the second open wrench, to approximately 50-55 in-lbs. of torque.
5. Assemble a new RJ45 head to the Cat 5 Ethernet Cable.
6. Assemble a mating power connector to the 2 AC or 2 DC power cables (and RS-485 cables if used).

**Securing for IP66 (Analog & Ethernet)**

1. Put the nut onto the cables first. And then push the analog video cable and CAT5 cable through the gland (see Figure 8). The CAT5 cable goes through the center. The analog video goes through one of the 5 outer holes.



Figure 8: Analog and Ethernet Cable through the Gland

2. Push the gland housing over the cables (see Figure 9).



Figure 9: Push Gland over the Cables

3. Push the gland rubber into the gland housing (See Figure 10)



Figure 10: Push Gland into Gland Housing

4. Tighten the gland nut onto the gland housing. Leave about 5 inches of cable sticking out of the gland housing (see Figure 11).



Figure 11: Tighten Gland Nut & Terminate Cables

5. Insert the cable and gland into the camera. Connect the Analog cable and CAT5 cable to the camera.

Slide the gland housing-to-chassis nut over the cables. Tighten the gland housing-to-chassis nut into the camera.

6. Not shown, crimp the other end of the cables in place.

### For All Configurations

1. Pull the cable(s) taut back through the camera mount, exposing the thread of the cable sealing gland out of the base of the IP Camera.
2. Assemble the Electrical Nut back onto the gland and tighten the Nut securely until it is finger tight. Use a flat head screwdriver to continue turning the electrical nut until it reaches approximately 50 in-lbs of torque. (verify torque, seems high for a couple of plastic threads on a thin nut)

---

## 4.5 ASSEMBLY

1. Connect the cable(s) to the respective connector:
  - a. Ethernet: Ethernet Port
  - b. Analog: Analog Video
  - c. AC/DC Power: Connect wires to power block according the pin-out shown in Figure 12:
    - i. If powering the camera with an AC supply, connect AC+ to the 24VAC input and the AC- to the other 24VAC input
    - ii. If powering the camera with a DC supply, connect the DC+ to the 12VDC input and the DC- (or ground) to the GND input.

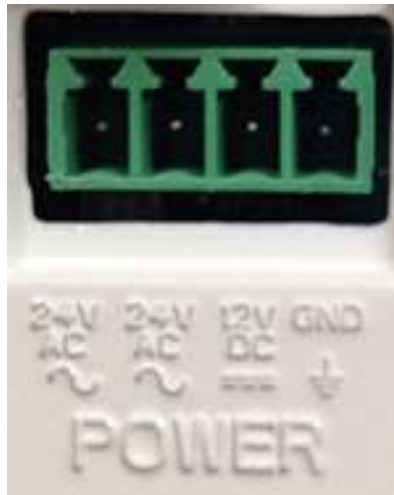


Figure 12: ZNT6-P Pin-Out  
(Pin 1: 24 VAC, Pin 2: 24 VAC, Pin 3: 12-24 VDC, Pin 4: GND)

2. RS-485: Connect wires to power block according to the pin-out shown in Figure 13
  - a. Connect the RS-485+ pin to the camera's POS and connect the RS-485- pin to the camera's NEG pin.



Figure 13: ZNT6-P RS-485 Pin-Out  
(Pin 1: NEG, Pin 2: POS, Pin 3: GND)

3. Reconnect Power to the existing cable(s).
4. Check for Solid LED on the Ethernet connector to acknowledge connectivity to the IP network. The status LED indicators are:
  - a. LED 1: Solid Amber for 10MB connection
  - b. LED 2: Solid Green for 100MB connection or Flashing green for activity
5. Attach the camera mount to the Ganz Thermal® ZNT6-P and secure with the attached four screws using a screwdriver with a T20 Torx bit to approximately 16 in-lbs of torque.

---

## 4.6 MOUNTING THE CAMERA

1. Attach the camera to the strain relief wire on the wall mount by placing the loop of the wire through the hook of the camera mount. This will support the weight of the camera for the rest of the installation.
2. Align the screw heads of the camera mount with holes in the wall mount and push the camera up to insert the screw heads. Turn the camera to the right to lock the camera in place.
3. Secure the camera with the attached screws on the wall mount. Refer to mount directions for specific instructions on the required bit and torque.

The camera is now ready for use!



Figure 14: Camera mounted to a Ganz Thermal® Wall Bracket

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## 4.7 ACCESS

After installing the Ganz Thermal® ZNT6-P Series Camera, you can access the IP Camera to make configuration changes and view live video using the Ganz Thermal Web Interface. In order to make these changes, you can connect to the IP Camera from any PC on your network. The PC must meet below minimum requirements:

- OS - Microsoft Windows 7 or Windows XP or Windows Vista
- Browser - Internet Explorer 9.0, Mozilla Firefox 8.0, and Google Chrome 29
- VLC Media Player Software (2.0.0 recommended) – can be downloaded from the Ganz Thermal Camera directly through the Ganz Thermal Web Interface or from <http://www.videolan.org/vlc/>

### CAMERA DISCOVERY AND IP ADDRESS

To connect to the IP camera for the first time and make initial configuration settings, the IP address must be discovered. It is recommended that the camera have access to a router with a DHCP server to enable automatic assignment of the IP Address corresponding to the MAC address of the camera. The procedure for this is network specific, but a device list usually exists on the router.

By default, when the IP camera powers on, it attempts to obtain an IP address from a DHCP server on the network. If the camera cannot obtain an IP address through DHCP

within a reasonable time, it will default to an IP address of 192.168.0.200 and a subnet mask of 255.255.255.0.

In the event that the installer does not have access to the DHCP server, the Windows Network tool can be used to locate the camera. The below instructions can be used for Windows 7 and Windows XP.

Windows 7 OS:

Click on Start, Click on Computer and Click on Network. A list of devices connected to your network will appear as below. Double Click on the name (CBC GANZ THERMAL) of the camera to launch the default browser. You can see the IP address of the camera in the Browser URL.

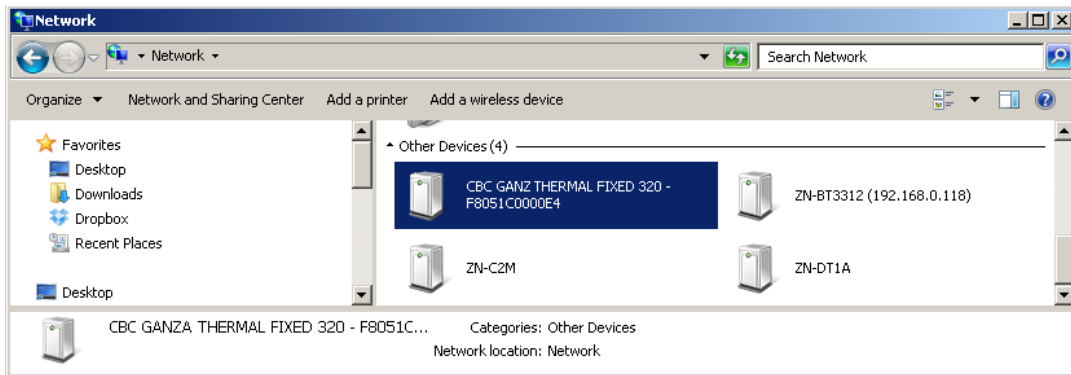


Figure 15: Camera Discovery with Windows 7

Windows XP OS:

The procedure for discovering the IP address of the camera using Windows XP requires activation of Universal Plug and Play (UPnP) service. Further details can be found in the Ganz Thermal WinXP UPnP procedure document.

ONVIF™ discovery tools or other 3<sup>rd</sup> party tools may also be used to discover the camera.

---

## 4.8 LOGIN TO THE IP CAMERA

1. Enter the IP address of the IP Camera on the Browser URL line.

Enter the default username and password when prompted (see Figure 16).

A login prompt form with two input fields. The first field is labeled "Username:" and contains the text "admin". The second field is labeled "Password:" and contains four dots. Below the fields is a "Log In" button.

Figure 16: Login Prompt

2. Default username and password are given below for Administrator access: (lower case)



**Username is    admin**  
**Password is    1234**

If you have not downloaded the VLC Media Player by this time, you can download it from the Camera. After login to the IP Camera, follow the prompt at the bottom of the screen to install the VLC Media Player. The minimum required VLC Media Player version is 1.1.10 (2.0.0 recommended).

---

#### **4.9    LOG OUT**

To log out of the IP Camera, click on the Log Out link in the main menu or click on the Log Out link at the bottom of the screen.

## 5 CONFIGURATION AND MANAGEMENT

The Ganz Thermal® ZNT6-P Series is an Internet Protocol (IP) networked solution, and is operational in a networked environment through a central office, remote video management system or through the provided Ganz Thermal Web Interface. This section covers the configuration and management of the IP camera using the Ganz Thermal Web Interface.

### 5.1 GANZ THERMAL WEB INTERFACE AND ACCESS PRIVILEGE

After you log in to the Ganz Thermal® ZNT6-P Series Camera, you can access the different menus (as shown in Figure 17) and perform administrative and user actions using the Ganz Thermal Web Interface. Administrators can access all of the IP camera menus, features and functions. Operators have access to limited IP camera menus, features and functions. Viewers can only view live video and access image controls. Main menus and access level details are provided in Table 3 below.

Table 3: Camera Main Menu and Access Privileges using the Ganz Thermal Web Interface

Main Menu	Description	Access Privilege
View	Live video and image controls	Administrator Operator Viewer
PTZ	Preset and Tour settings	Administrator Operator
Motion Detection	Region of Interest selection and Motion Detection Settings	Administrator Operator
Video Storage	Recording and Storage of video and images	Administrator Operator
Maintenance	System updates, Camera reset, Factory default,	Administrator
Setup	IP Network settings, user and account management and camera controls	Administrator
Logout	Log out of the camera	Administrator Operator Viewer

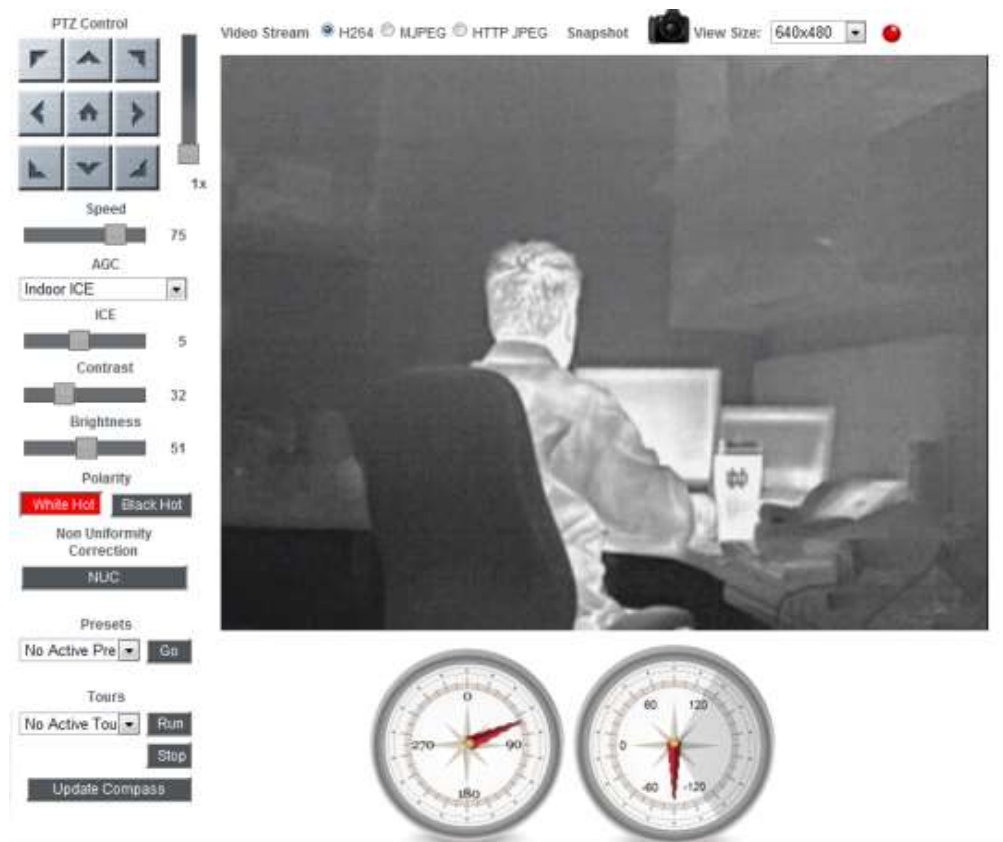


Figure 17: Ganz Thermal Web Interface

## 5.2 SETUP

When you are logged in to the IP camera as a user with administrator privileges, you can access the configuration parameters at any time by clicking the Setup menu. For information about logging in to the IP camera, see Section 4.8 “Login to the IP Camera”. This section covers the setup of the camera. Using the camera setup menu (as shown in Figure 18), you can control network settings, manage users and accounts, and certain camera functions including video stream settings and motion detection.



Figure 18: Ganz Thermal Web Interface Setup Menu

### 5.2.1 Network Setup

The network Setup pages allows the administrator to configure the camera's network settings and configure specific network features. To access the Network Settings, the user must have administrative privileges.

### 5.2.1.1 TCP/IP Settings

Table 4 and Figure 19 below provide details on configuring the TCP/IP network settings of the camera. These settings will remain saved on firmware upgrades from version 1.2.3238 onward.

Table 4: Network TCP/IP Settings

TCP/IP Settings	Description
DHCP	Select the method by which the IP camera obtains its IP address: Dynamic — Choose this option if your network includes a DHCP server for dynamic allocation of IP addresses. Make sure the DHCP server assigns IP address, subnet mask, default gateway and DNS server addresses. The camera will attempt to connect to the network for ~ 5 minutes after 5 minutes, if no DHCP connection can be established, the camera will either fall back to the default IP address (192.168.0.200) or obtain a Zero Network Config assigned IP address (if Zero Network Config is enabled)
Static IP Address	Static — Choose the DHCP option NO if you want to manually enter the IP address and enter the IP address for the camera.
Subnet Mask	If you configured the IP camera for a static IP address, enter the subnet mask for the IP camera. Use the same value that is configured for the PCs on your network.
Gateway	If you configured the IP camera for a static IP address, enter the gateway for the IP camera. Use the same value that is configured for the PCs on your network.
DNS Server	Enter the IP address of the DNS server that is used in your network. Use the same value that is used for the PCs on your LAN.
Host Name	Default name is ZNT6-P <MAC Addr>. Enter a nickname for the IP Camera, if desired.



Figure 19: TCP/IP Settings

### 5.2.1.2 FTP Server

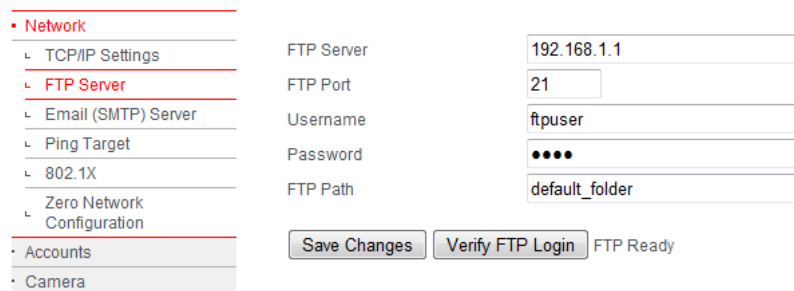
FTP server may be used for receiving events/alerts triggered by camera motion detection and for storing recorded video images and files. The FTP, or the File Transfer Protocol, makes it possible for users to exchange files between the camera's FTP client and a remote FTP server. The FTP configuration allows the administrator to establish a connection with

a remote machine of their choice. The FTP connections are executed through certain ports, which are either the default TCP ports or custom ports set by an administrator. Once configured, the camera will download motion video files to the FTP server; this allows for a large amount of video storage.

Enter the FTP Server address, FTP port, FTP user name, ftp password, and the ftp path name which is a default folder in the ftp server. See Table 5 and Figure 20 for configuration details and an example configuration.

Table 5: FTP Server

FTP Server	Description
FTP Server	The FTP Server is the IP address of the FTP server used to upload your files.
FTP Port	To establish an FTP session, clients initiate a connection to an FTP server that listens on TCP port 21 by default. FTP servers respond with messages that prompt the client for FTP login credentials (username and password).
Username	The User Name is the name of the FTP account you use to upload the files.
Password	This is the password associated with the Username above.
FTP Path	The FTP Path (also known as the "root" Web folder) is the specific folder in your Web hosting server space that contains all Web-related files (such as html and image files).



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Figure 20: FTP Settings

### 5.2.1.3 Email Server

The camera can send you email notification on alarm but to do this it requires access to a Simple Mail Transport Protocol (SMTP) server (to actually send the email). SMTP Authentication is a means of using one's credentials to authenticate to an email server with the intent of using that email server to send email.

Check the Enable Authentication box and enter the email username, email password, email sender address, SMTP server IP address and email address in the respective fields. You can send a test email by pressing the Send Test Email button. Make sure to save the changes by pressing on the Save Changes button. Table 6 describes the fields that are necessary to authenticate to an SMTP email server. Figure 21 illustrates a completely filled out form.

Table 6: Email Server

Email Server	Description
Enable Authentication	Check this box if your SMTP server requires Authentication. As a general rule most SMTP servers required authentication.
Username	The Username is the name that was used to set up the email server account.
Password	This is the password associated with the Username above.
Email Sender	Is your domain email address. This is the address used to send your Internet email. This address will appear in the “From” portion of the email
SMTP Server	The SMTP server is the outgoing mail server through which you send your outgoing mail. Since you are connected to your Internet Service Provider (ISP), they know that you are a valid subscriber and allow your outgoing email to be relayed to the destination.
Email To	This is the address used to receive your Internet email. This address will appear in the “To” portion of the email

- Network
  - TCP/IP Settings
  - FTP Server
  - Email (SMTP) Server**
  - Ping Target
  - 802.1X
  - Zero Network Configuration
- Accounts
- Camera

Enable Authentication ☒

Username

Password

Email Sender

SMTP Server

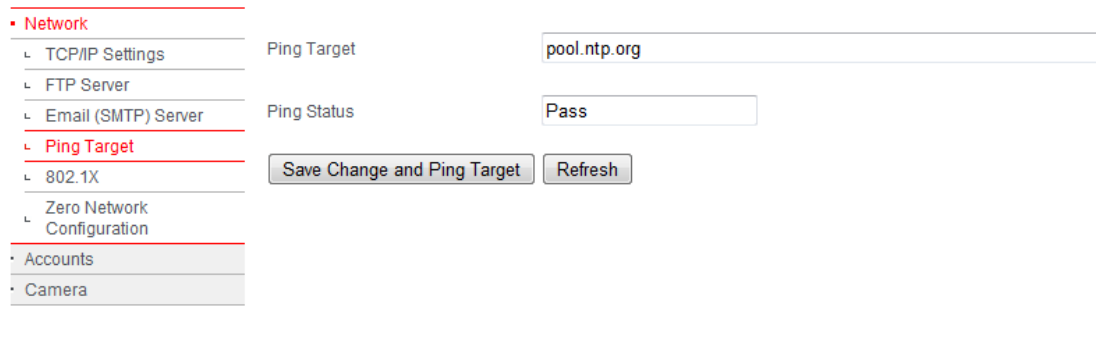
Email To

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Figure 21: Email Settings

#### 5.2.1.4 Ping Target

The camera will allow the user to Ping a Target device. This is useful when trying to configure the FTP server or SMTP server. You can both verify network connectivity and server connectivity. To ping a target, simply enter the target name or IP address and hit “Refresh” button to confirm success or failure. Select “Save changes and Ping Target” button to save the changes. See Figure 22 for an example.



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Figure 22: Ping Target

### 5.2.1.5 802.1X

802.1x is an IEEE standard specifying port-based network access control. Port-based network access control uses the physical characteristics of a switched local area network (LAN) infrastructure to authenticate devices that are attached to a LAN port and to prevent access to that port in cases in which the authentication process fails.

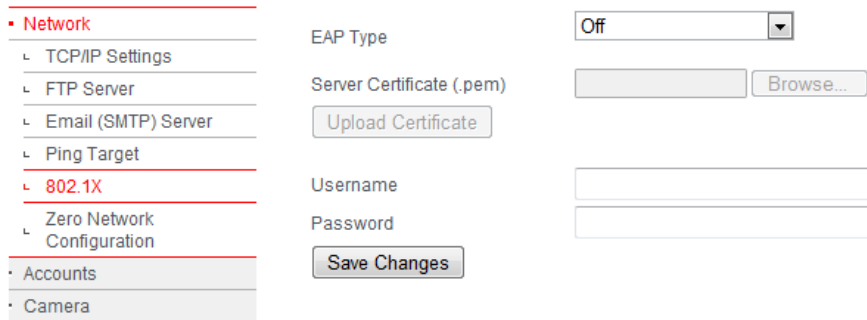
During a port-based network access control interaction, an authentication server (which can either be a separate entity or co-located with the authenticator) checks the camera's credentials. The authentication server then responds to the authenticator, indicating whether the camera is authorized to access the authenticator's services.

Extensible Authentication Protocol (EAP) is used to pass the authentication information between the camera and the authentication server. The actual authentication is defined and handled by the EAP type. The EAP Type selected is based upon how the authentication server is configured.

Table 7: 802.1X

802.1X	Description
EAP Type	Off – Disables 802.1X. This is the default setting
	EAP-MD5 - is typically not recommended because it provides for only one way authentication
	EAP-GTC - uses clear text method to exchange authentication controls between the camera and the server. Since the authentication mechanism uses the one-time tokens (generated by the servers smartcard), this method of credential exchange is considered safe.
	EAP-MSCHAPV2 – Requires that the authentication server present a certificate to the camera. This protocol is used primarily in Microsoft Active Directory
	EAP-TTLS - This security method provides for certificate-based, mutual authentication of the client and network. You must upload a Certificate via the Browse button.
Server Certificate	PEAPv0—MSCHAPV2 - Provides a method to transport securely authentication data, including legacy password-based protocols. PEAP accomplishes this by using tunneling between the camera and an authentication server. You must upload a Certificate via the Browse button.
	Points to the location of the server certificate. Enter the Path and folder where the root certificate that is required for 802.1x authentication is stored. You can click browse to find this location. After you enter this information, click Upload

802.1X	Description
	Certificate to upload the certificate to the IP camera. Note; used for EAP-TTLS and PEAPv0-MSCHAPV2 authentication.
Username	The Username is the name that was used to set up the 802.1x account.
Password	This is the password associated with the Username above.



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Figure 23: 802.1X

#### 5.2.1.6 Zero Network Configuration

When the camera is configured as DHCP mode but there is no DHCP server on the network, the camera will fall back to one of the following:

1. If Zeroconfig is disabled, the camera will default to a static IP address of 192.168.0.200
2. If Zeroconfig is enabled, the camera will default to a static IP address that is within the range of 169.254.0.0 to 169.254.0.16. The IP address is selected randomly.

**Note:** This feature will have no affect if the camera has been assigned a static IP address.

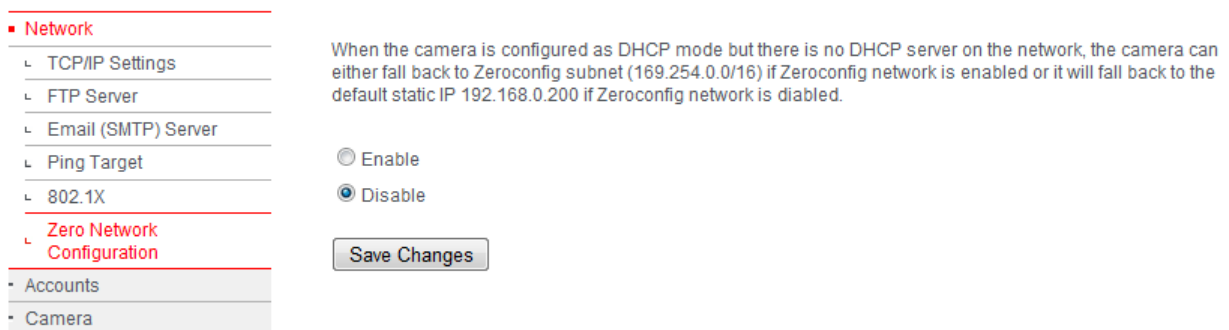


Figure 24: Zero Network Configuration



### 5.2.2 Accounts

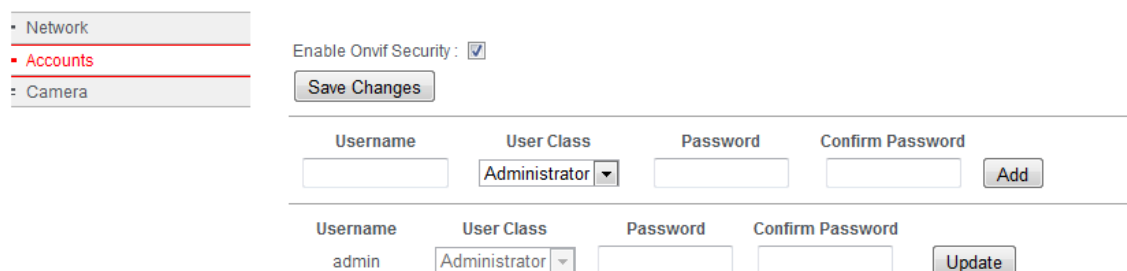
For security purposes it is important to change the default IP address of your camera once it has been configured and before it is placed into a live network. This is especially true if you do not want unauthorized users to change the camera configurations. The camera offers the following authorization levels:

1. Administrator – Has full access to the camera's web pages
2. Operator – Does not have access to the Maintenance and Setup pages
3. Viewer – Only has access to the view page

Table 8 and Figure 25 below provide details on managing accounts and users.

Table 8: Accounts and Users

Accounts	Description
New users	New user accounts can be created for accessing the IP camera. To create a new account, go to the account menu and enter the new user name, select the user class (Administrator, Operator or Viewer) from the User Class drop down menu, enter and confirm the password for the user. Click on the Add User button to add the user. You will see a prompt confirming the user has been added. Repeat this process for adding more users. User name and user class will be updated in the menu.
Existing users	Existing user accounts can be managed and modified. To change the password for an existing user, enter a new password in the New Password field and reenter the password in the Confirm Password field. Click on Update User button to update the password. To assign a different user class to the user, select the appropriate user class (Administrator, Operator or Viewer) from the User Class drop down menu. To delete users, click on delete users.
ONVIF Security	Enabling and disabling ONVIF™ user authentication allows for better interoperability between ONVIF™ Clients that don't fully support the WSSE security model. While we recommend that you leave this option enabled and provide ONVIF™ clients with the same user name and password used to login to an admin account on the web interface, disabling ONVIF™ security may resolve some issues that arise when clients fail to properly authenticate themselves. Note: Since WSSE uses the current time as part of its security model, the proper time must be set both on the camera and the ONVIF™ client software.



• Network  
 • **Accounts**  
 • Camera

Enable Onvif Security : ☒

---

Username      User Class      Password      Confirm Password

     Administrator ▾                 

---

Username      User Class      Password      Confirm Password

admin      Administrator ▾                 

Figure 25: User Accounts

### 5.2.3 Camera

The Camera pages allow the administrator to configure the camera's video settings, time, and video analytic settings. To access the camera settings, the user must have administrative privileges.

#### 5.2.3.1 Date and Time

The Date and Time web page allows the administrator to configure an external NTP time server for automatic time setting or manually set the time and time zone (as described in Table 9). The camera does not have a battery backup and will default back to the software build date following a power cycle. If the manual setting is used or the camera cannot connect to the NTP server, the camera time is set to the software build date. If NTP is enabled and the camera connects to an NTP server, the camera will automatically update its time setting.

It is highly recommended to enable the NTP server (as shown in Figure 26). This will ensure that the camera logs have the correct time information.

Table 9: Date and Time

Date and Time	Description
NTP Server Settings	NTP time clock can also be over written manually if necessary in the Camera –Date/Time menu. Enter date/time, select the time zone and enable Daylight savings if needed. Confirm by pressing the Set Date and Time and Time Zone button.
Manual Time Settings	If NTP isn't desired or is unavailable, date/time can be manually edited here. Select the time zone and enable Daylight savings if needed. Confirm by pressing the Set Date and Time and Time Zone button. NOTE: NTP must be disabled above in order to save changes.

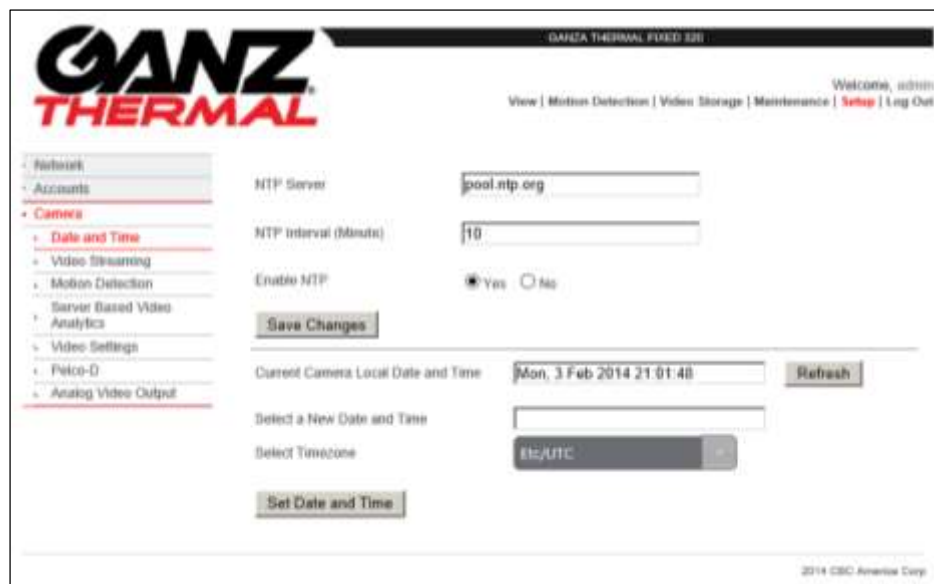


Figure 26: Camera Date and Time settings

### 5.2.3.2 Video Streaming

The Video Streaming web page allows the administrator to configure and adjust a wide range of H.264, MJPEG, or HTTP JPEG streaming methods; these are used to optimize the video stream for bandwidth, network configuration, quality, and compatibility with other decoders and video players. Table 10 provides details on the video streaming options and Figure 27 shows an example.

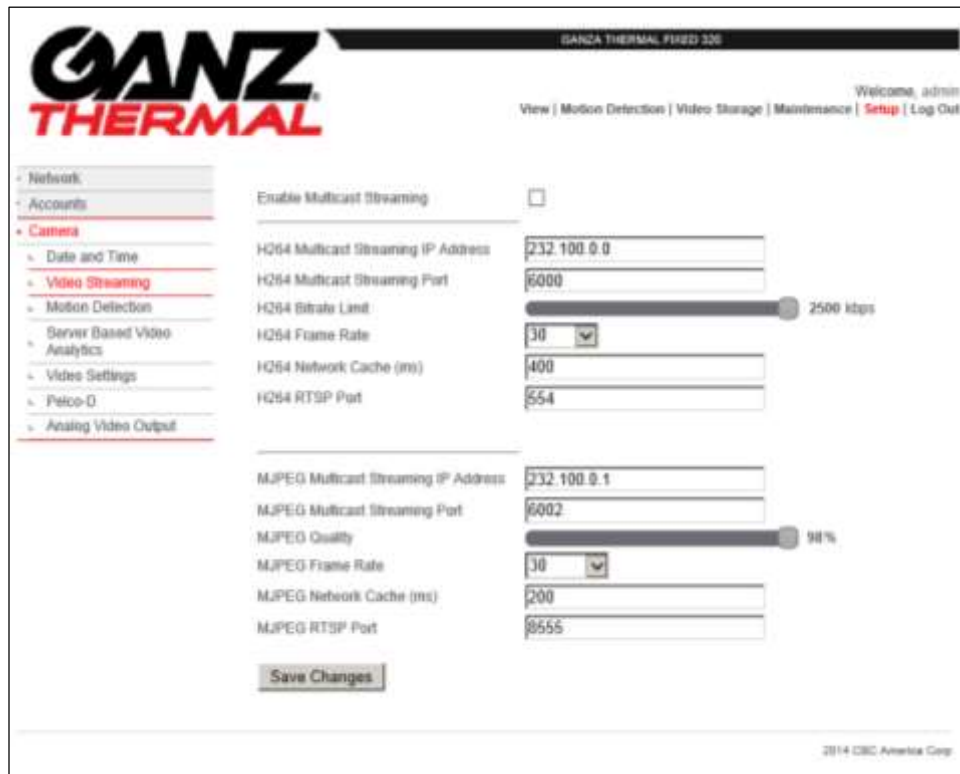
CBC AMERICA Corp uses a Constant Variable Bit Rate (CVBR) rate control implementation which allows the bitrate to change in a given time interval based on the complexity of the scene. The CVBR implementation automatically adjusts the average, min and max bitrate based upon the network conditions.

Note: If the camera is connected to a heavily congested network or connected via a wireless network, it is highly recommended to set the H.264 bitrate to ~ 500Kbps and/or adjust the MJPEG quality to ~ 50%.

Table 10: Video Streaming

Video Streaming	Description
Enable Multicast Streaming	Check this box to select multicast streaming. Make sure your network supports multicasting. Leave the box as unchecked for unicast streaming. The default is unicast streaming.
H264 Multicast Streaming IP Address	Enter the multicast streaming address. Valid range for multicast IP address is between 224.0.0.0 and 239.255.255.255. Typical multicast IP address is 239.x.y.z
H264 Multicast Streaming Port	Enter the multicast streaming port number. Port number can vary between 1 and 65535. Default value is set to 554.
H.264 Bitrate	Select the appropriate bit rate for H264 video by using the slider. The available range is between 64Kbps to 2500Kbps. This is a common setting for both unicast and multicast.
H.264 Frame rate	Select a frame rate from 5-30. This setting is used for both unicast and multicast.
H264 Network Cache	Amount of time in milliseconds (ms) that the embedded VLC player will cache. Settings too high may cause latency between live action and stream display. Settings too low may cause instability in the stream display. Default value is optimum for the default frame rate.
H.264 RTSP Port	Allows for setting of a custom port for RTSP streaming.
H.264 RTP/RTSP/HTTP Port	Allows for setting of a custom port for streaming RTSP over HTTP.
MJPEG Multicast Streaming IP Address	Enter the multicast streaming address. Valid range for multicast IP address is between 224.0.0.0 and 239.255.255.255. Typical multicast IP address is 239.x.y.z
MJPEG Multicast Streaming Port	Enter the multicast streaming port number. Port number can vary between 1 and 65535. Default value is set to 6001.

MJPEG Quality	Select the appropriate bit rate for H264 video by using the slider. The available range is 5% to 98%. This is a common setting for both unicast and multicast.
MJPEG Frame rate	Select a frame rate from 1-30. This is a common setting for both unicast and multicast.
MJPEG Network Cache	Amount of time in milliseconds (ms) that the embedded VLC player will cache. Settings too high may cause latency between live action and stream display. Settings too low may cause instability in the stream display. Default value is optimum for selected frame rate.
MJPEG RTSP Port	Allows for setting of a custom port for RTSP streaming.
MJPEG RTP/RTSP/HTTP Port	Allows for setting of a custom port for streaming RTSP over HTTP.



**GANZ THERMAL FIXED 320**

Welcome, admin  
View | Motion Detection | Video Storage | Maintenance | **Setup** | Log Out

- Network
- Accounts
- Camera
- Date and Time
- Video Streaming**
- Motion Detection
- Server Based Video Analytics
- Video Settings
- Pelco-D
- Analog Video Output

**H264 Multicast Streaming**

Enable Multicast Streaming ☐

H264 Multicast Streaming IP Address: 232.100.0.0

H264 Multicast Streaming Port: 6000

H264 Bitrate Limit: 2500 kbps

H264 Frame Rate: 30

H264 Network Cache (ms): 400

H264 RTSP Port: 554

**MJPEG Multicast Streaming**

MJPEG Multicast Streaming IP Address: 232.100.0.1

MJPEG Multicast Streaming Port: 6002

MJPEG Quality: 98%

MJPEG Frame Rate: 30

MJPEG Network Cache (ms): 200

MJPEG RTSP Port: 9555

**Save Changes**

2014 CBC America Corp.

Figure 27: Video Streaming

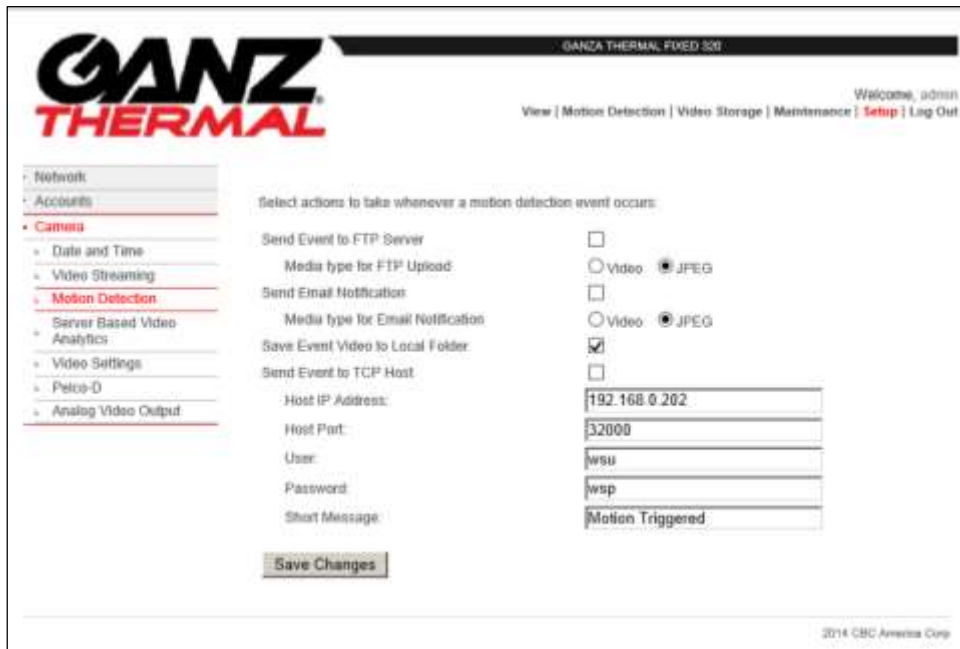
### 5.2.3.3 Motion Detection

The Motion Detection web page allows the administrator to determine what happens if/when the camera detects a motion event. Keep in mind that the administrator must set up the motion detection rules on the motion detection page. If no motion detection rules are configured, no mail notifications or FTP downloads will occur. Table 11 describes the different options which are available and Figure 28 shows an example.

It is highly recommended to enable the NTP server (as shown in Figure 26). This will ensure that the camera logs have the correct time information.

Table 11: Motion Detection

Date and Time	Description
Send Event to FTP Server	Check this box to send motion events to the FTP server. The administrator must configure the FTP Server in order for this feature to work correctly.
Media Type for FTP Upload	Select to include either a MJPEG video clip or JPEG still image to the FTP server.
Send email notification	Check this box to send email notification of motion events. The administrator must configure the SMTP Server in order for this feature to work correctly.
Media Type for email Notification	Select to include either a MJPEG video clip or JPEG still image as part of the email.
Save Event Video to Local Analytics Folder	Check this box to save events to a local folder.
Send Event to Local TCP Host	<p>Check this box to send the motion event to another server on your network via TCP. You must set the below options for this to work properly:</p> <ul style="list-style-type: none"> <li>Host IP Address: IP address of the host you want the motion event to be sent to.</li> <li>Host Port: Port that the host will accept messages on.</li> <li>User: User name to access the host.</li> <li>Password: Password to authenticate user on host.</li> <li>Short Message: Text that will accompany the motion event.</li> </ul>



The screenshot shows the 'Motion Detection' configuration page in the Ganz Thermal web interface. The left sidebar contains a menu with options: Network, Accounts, Camera (selected), Date and Time, Video Streaming, Motion Detection (highlighted), Server Based Video Analytics, Video Settings, Pelco-D, and Analog Video Output. The main content area is titled 'Select actions to take whenever a motion detection event occurs:' and includes the following settings:

- Send Event to FTP Server:** ☐
- Media type for FTP Upload:** ☐ Video ☒ JPEG
- Send Email Notification:** ☐
- Media type for Email Notification:** ☐ Video ☒ JPEG
- Save Event Video to Local Folder:** ☒
- Send Event to TCP Host:** ☐
- Host IP Address:** 192.168.0.202
- Host Port:** 32000
- User:** wsu
- Password:** wsp
- Short Message:** Motion Triggered

A 'Save Changes' button is located at the bottom of the settings area. The top of the interface shows the 'GANZ THERMAL FIXED 320' header, a 'Welcome, admin' message, and navigation links for View, Motion Detection, Video Storage, Maintenance, Setup, and Log Out. The footer indicates '© 2014 CBC America Corp.'.

Figure 28: Motion Detection

#### 5.2.3.4 Video Settings

The Video Settings web page allows the administrator to select the On-screen display of time, date, and arbitrary text (which is overlaid onto the screen).

Table 12: Video Settings

Video Settings	Description
Show Date	Overlays the cameras date in the bottom right corner of the image/video. The cameras date and time must be configured via the data and time page
Show Time	Overlays the cameras time in the bottom right corner of the image/video. The cameras date and time must be configured via the date and time page
OSD Text	Overlays text in the upper left corner of the image/video. The Text can be a maximum of 24 characters.

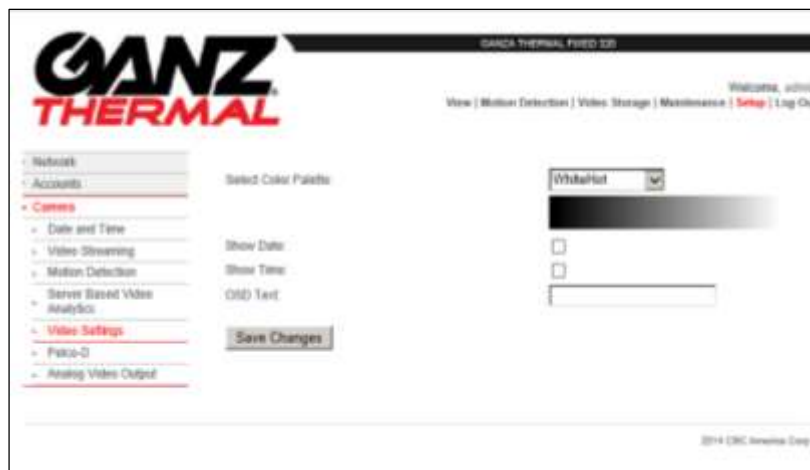


Figure 29: Video Settings

#### 5.2.3.5 Pelco-D

Pelco-D is a popular PTZ (Pan/Tilt/Zoom) camera control protocol used in the CCTV industry. The Pelco-D web page allows the administrator to configure the Pelco-D address and baud rate.

Table 13: Pelco-D

Pelco-D	Description
Pelco-D Address	This is typically the hardware address for the Pelco-D controller. The Pelco-D controller will typically have a set of dip switches on the back of the controller; the dip switches represent the binary address of the controller.
RS485 Baud Rate	This is baud rate of the controller; typically the baud rate is printed on the back of the controller. If Auto is used, the camera will attempt to use all the baud rates

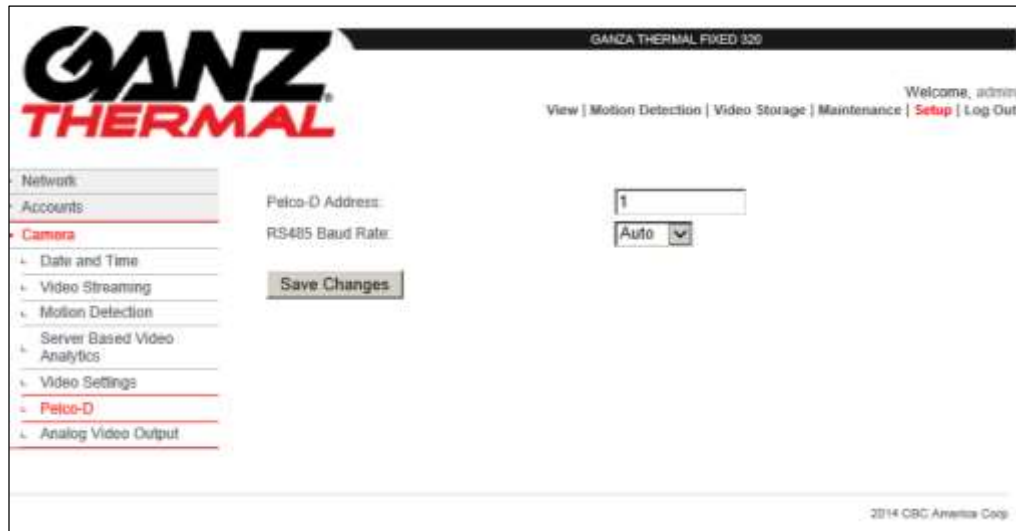


Figure 30: Pelco-D

#### 5.2.3.6 Analog Video Output

The Analog Video Output web page allows the administrator to disable analog video or configure the analog video for either PAL or NTSC. Figure 31 shows the Analog Video Output web page.

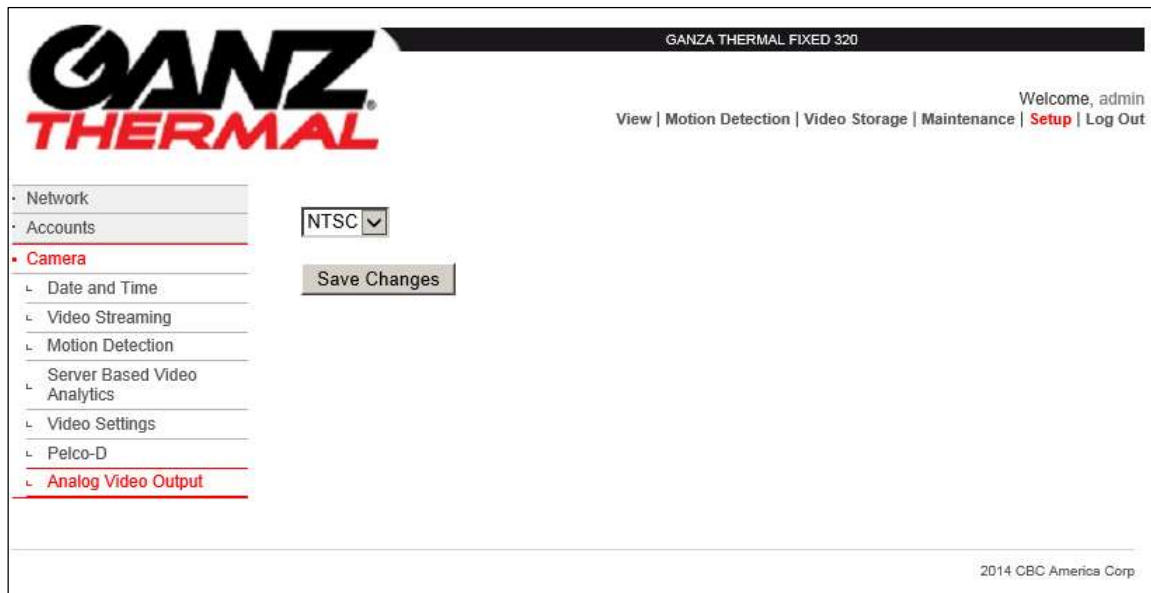


Figure 31: Analog Video Output

### 5.2.3.1 PTZ Control

The PTZ Control page allows the administrator to set the global PTZ options as shown in Table 14 and [Figure 32](#).

Table 14: PTZ Control

PTZ Control	Description
Pan and Tilt Step Size	Set how many degrees (1-30) each click of the Pan & Tilt arrows will move the camera on the View page. (Default: 5)
Camera Restart PTZ Mode	Select how the camera should operate after it restarts:  Home – Return to the default home position of 0° Pan & 0° Tilt Last Tour or Preset – Resume the last tour that was previously running or, if no tour was running, return to the last preset the camera was on First Preset – Go to the first stored preset (Preset0)
Enable Stall Detection	Check this option to automatically detect and correct a stalled motor. An on-screen message of “Motor Stall” will appear on the View screen when a stall is detected and being corrected.
Leave Motors Engaged	Check this option to leave the motors powered. This will allow for more accurate movements, but will make more noise. Disable this option to reduce the noise of the unit.
Save Changes	Save all changes made
Reset Home	Recalibrate the camera to the 0° Pan & 0° Tilt position. Use if the camera appears to drift too far off of presets over time.

- Network
- Accounts
- Camera**
  - Date and Time
  - Video Streaming
  - Motion Detection
  - Server Based Video Analytics
  - Image Analytics
  - Video Settings
  - Pelco-D
  - Analog Video Output
  - PTZ Control**
  - Camera Orientation

Pan and Tilt Step Size:

Camera Restart PTZ Mode:

Enable Stall Detection: ☒

Leave Motors Engaged: ☒

Figure 32: PTZ Control



## 6 USE AND APPLICATION

The Ganz Thermal® ZNT6-P Series camera can be used for a variety of Security & Surveillance Applications. Live video can be easily accessed and managed using the Ganz Thermal Web Interface and most standard web browsers.

### 6.1 LIVE VIDEO

All users can view video, select video stream (H264/MJPEG/HTTP JPEG), configure Automatic Gain Control (AGC) mode, ICE Level (for Indoor/Outdoor ICE AGC settings), image polarity (black hot, white hot), flip images, adjust the zoom, and control contrast/brightness of the Camera. Table 15 describes each of the features that are available to all users. Figure 33 shows a typical View screen shot. In this screen shot, one can see that the H.264 video is being recorded, Auto AGC mode is selected, the eZoom is set for 2.25, and white hot mode is selected.

A VLC media player is required to view live video. VLC media player is available as part of the Camera software and can be downloaded by the users. The camera will prompt the user for VLC download when the camera is accessed for the first time.

Table 15: Live Video and Controls

Live Video	Description
Video Stream	Select the appropriate video stream H264, MJPEG, or HTTP JPEG. It is possible to select multiple video streams from a single camera. However, separate browser windows are required to do this.
Snapshot	Takes a Snapshot of the image. The user can save the image to the local PC.
View Size	The video viewing window can be adjusted to a different size i.e. 320X240 or 160X120. The default size is 640X480.
Constant Recording Notification	The indicator above the top-right corner of the image will indicate whether constant recording is active (red dot) or inactive (gray dot).
PTZ Control	<p>Use the arrow keys to pan and/or tilt the camera in the desired direction. The amount the camera moves will be based on the administrator's settings in the PTZ Control menu. Click the Home icon in the middle of the pad to return the camera to 0° Pan &amp; 0° Tilt.</p> <p>The IP Camera also supports 4X electronic Zoom. Use the slider to control the zoom from 1X-4X in increments of 0.25X.</p>
Speed	Adjust the pan & tilt speed of the camera from 1-100. (Default: 75)

Live Video	Description
AGC	<p>Automatic Gain Control (AGC) adjusts the gain and level of the entire scene. Following are the available AGC modes:</p> <p>Auto: Continual adjustment in real-time, providing an image with optimum average contrast and brightness. Under most operating conditions AGC Auto mode will provide the best image.</p> <p>Freeze: Hold turns off/freezes AGC at its current level. If this mode is selected and the scene content changes over time, the image may become washed out or not viewable. This mode of operation is only recommended when the scene content and the camera temperature remain fixed over time.</p> <p>Indoor ICE: Enhanced gain control that will prevent the darkening of scenes when hot objects appear and will also reduce detector noise. Best used in low contrast scenes often found indoors.</p> <p>Outdoor ICE: Amplify detector noise to enhance images of high contrast scenes often found outdoors.</p>
ICE™	<p>Allows the user to control the amount of Image Contrast Enhancement (ICE™) that is applied to the scene. The slider is only available when the AGC drop down is set for Indoor or Outdoor ICE™.</p> <p>Note: See CBC AMERICA Corps' "Image Contrast Enhancement (ICE™) The Defining Feature" white paper for more details on ICE™.</p>
Contrast	Adjust the contrast by moving the slider. Range is from 1-100%
Brightness	Adjust the contrast by moving the slider. Range is from 1-100%
Polarity-White Hot	Allows one to invert the color palette, for example making hot scene items correspond to either white or black. With a gray scale color palette, hot pixels are shown as white and cold pixels are shown as black
Polarity-Black Hot	Allows one to invert the color palette, for example making hot scene items correspond to either white or black. With a gray scale color palette, hot pixels are shown as black and cold pixels are shown as white
Image Flip – Flip H	Flips the image from left to right
Image Flip – Flip V	Flips the image from top to bottom
Non Uniformity Correction (NUC)	Thermal cameras have a shutter of uniform temperature that is used to calibrate each pixels output level. Over time the output levels of individual pixels can shift causing image artifacts. This forces a shutter and calibration to occur. (This function also periodically occurs automatically). NUC can be forced manually by clicking on the NUC button. NUC interval can also be set using the maintenance/camera functions menu.
Presets	Select a stored preset for the camera to move to
Tour	Run a stored tour
Update Compass	Update the compasses at the below the live image to the current position. This is used during tours as the compass will not automatically update on each preset move.
PTZ Compasses	Alternate form of PTZ Control. Use the mouse to click and drag the compass to the desired location.



Figure 33: Live Video and View Menu

Live video can also be viewed by using the following RTSP URLs shown in Table 16.

Note: The multicast streaming check box (under Setup, Camera, and Video Settings) must be enabled before the camera will stream multicast video.

Table 16: RTSP URIs

Codec	URL	Transport Method
H.264	rtsp://<camera ip>/h	UDP/TCP
MJPEG	rtsp://<camera ip>:8555/m	UDP/TCP
H.264	rtsp://<camera ip>:8080/h	HTTP
MJPEG	rtsp://<camera ip>:8081/m	HTTP
H.264	rtsp://<camera ip>/h	Multicast
MJPEG	rtsp://<camera ip>:8555/m	Multicast

## 6.2 PTZ

The IP camera offers the ability to store and edit up to 32 presets and 16 tours within its PTZ functionality. Below, Figure 34 displays the preset and tour editing functionality that can be found at the bottom of the PTZ page and Table 17 includes details for each setting.

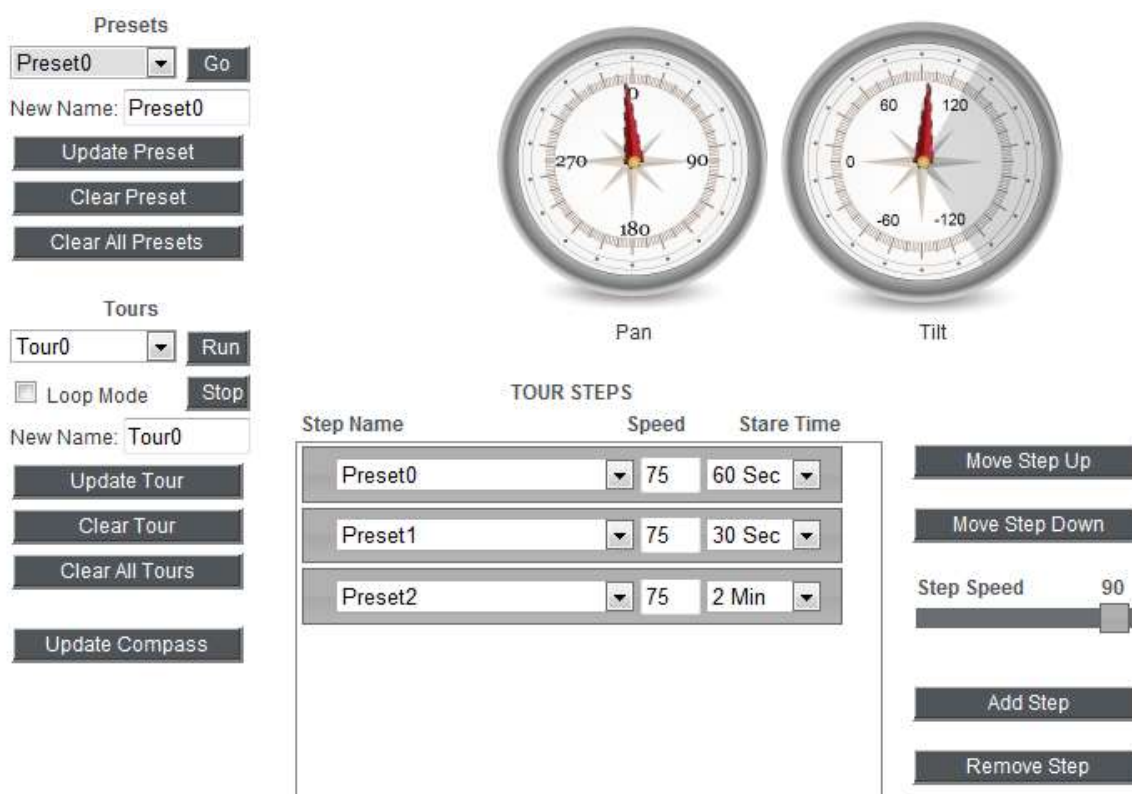


### WARNING

Be sure to click “Update Preset”/“Update Tour” to save all edit to presets/tours before leaving the page or before selecting another preset/tour to work with. Failure to do so will cause all changes to be lost.

Table 17: PTZ Settings

Setting	Description
Presets	Select one of 32 presets in which to edit.
New Name	Enter custom name for preset.
Update Preset	Saves name, and camera coordinates for the selected preset.
Clear Preset	Deletes the name and coordinate information for the selected preset.
Clear All Presets	Deletes all names and coordinates from all 32 presets.
Tours	Select one of 16 tours in which to edit.
Run	Run the currently selected tour.
Stop	Stop the currently running tour.
Loop Mode	Check this box to continuously run the selected tour.
New Name	Enter custom name for tour.
Update Tour	Saves name, and all tour steps for the selected tour.
Clear Tour	Deletes the name and all tour steps for the selected tour.
Clear All Tours	Deletes all name and tour step information from all 16 tours.
Update Compass	Update the compasses at the below the live image to the current position. This is used during tours as the compass will not automatically update on each preset move.
Tour Steps	Insert up to 32 steps to create a tour. All below settings affect only the step highlighted in red (in order to highlight, click a step).
Step Name	Select the desired preset for the camera to go to.
Speed	Enter speed percentage, from 1% to 100% of max speed. Can also use the “Step Speed” slider to adjust this setting.
Stare Time	Set desired amount of time for the IP Camera to stay on the current step.
Move Step Up/Down	Move highlighted step up or down.
Add/Remove Step	Either add a new step to the tour or delete the currently highlighted step.



**Presets**

Preset0

New Name: Preset0

**Tours**

Tour0

☐ Loop Mode

New Name: Tour0

**TOUR STEPS**

Step Name	Speed	Stare Time
Preset0	75	60 Sec
Preset1	75	30 Sec
Preset2	75	2 Min

Step Speed 90

Figure 34: PTZ Settings

### 6.3 MOTION DETECTION

The IP camera offers Motion Detection capability. Motion Detection is the ability to automatically detect items/events of interest without an operator having to view the video. The IP camera provides the capability via the Motion Detection menu to define a Region Of Interest (ROI) by dragging/sizing the image window using the mouse. Up to 16 Regions Of Interest can be defined. ROI can also be defined by entering the X&Y coordinates in the ROI coordinates box. Motion detection is triggered based on Sensitivity Threshold, Object Size, and History settings. Each setting has a specific function that adjusts the motion detection algorithm.

For best results the administrator should define multiple small ROIs as opposed to one big ROI. The smaller ROIs have fewer false detects.

Table 18 describes the motion detection features that are available to the administrator. Figure 35 shows that the motion detection is enabled. A single region of interest is defined and enabled (ROI#1). The sensitivity level is set to 50%. The object size is set to 10 which is ~ 10% of the ROI; this is the approximate size of a human. The consecutive frames is set to 3; this will provide a fairly low threshold for the toggling of a motion event.

If the FTP server and/or the Email server is configured (via the Setup, Network web pages) and the camera is configured to send motion events (via the Setup, Camera web pages), either MJPEG video or JPEG images will be uploaded to the FTP server and/or Emailed via the Email (SMTP) Server.

Table 18: Motion Detection

Motion Detection	Description
Enable Motion Detection	Press the Enable Motion Detection button to enable the analytics. The color of this button turns to Red when enabled. Pressing again will disable motion detection.
Enable Non-Preset Mode	Allows ROI configurations to persist across multiple presets as well as non-preset locations when enabled. The color of this button turns to Red when enabled. Pressing again will revert the IP camera to default preset motion detection mode.
Select Preset	For use in the default Preset Mode. Selecting a PTZ preset will send the IP camera to the desired location, allowing for ROI setup specific to that preset.
Select Region of Interest (ROI)	Click and drag on the image to select a region of interest. Up to 16 ROI can be defined. The ROI is only enabled if the Enable ROI checkbox is checked
ROI Coordinates	ROI can also be defined by entering the X1, Y1, X2, Y2 coordinates in the ROI coordinates box. This will define the boundary of the rectangular area of interest.
Sensitivity Level	Adjusts the amount of change required in the video to trigger the motion detection event within a ROI. Higher values allows for greater sensitivity. Values range from 1-100.
Object Size (% of ROI)	Determines the percentage of area within the ROI that must change (based on the sensitivity level) to trigger a motion event. Increasing and decreasing this value provides for fine-tuning to detect only objects of a certain size like a person or a vehicle. Values range from 1-100.
History (Consecutive Frames)	Determines how many consecutive frames must register motion before the camera registers a motion event based on the Sensitivity Level and Object Size settings. Values range from 1-100.
Enable ROI	Check the Enable ROI button to make the current ROI active if Motion Detection is enabled.
Save ROI Configuration	Click on save ROI button to save the settings and changes made.

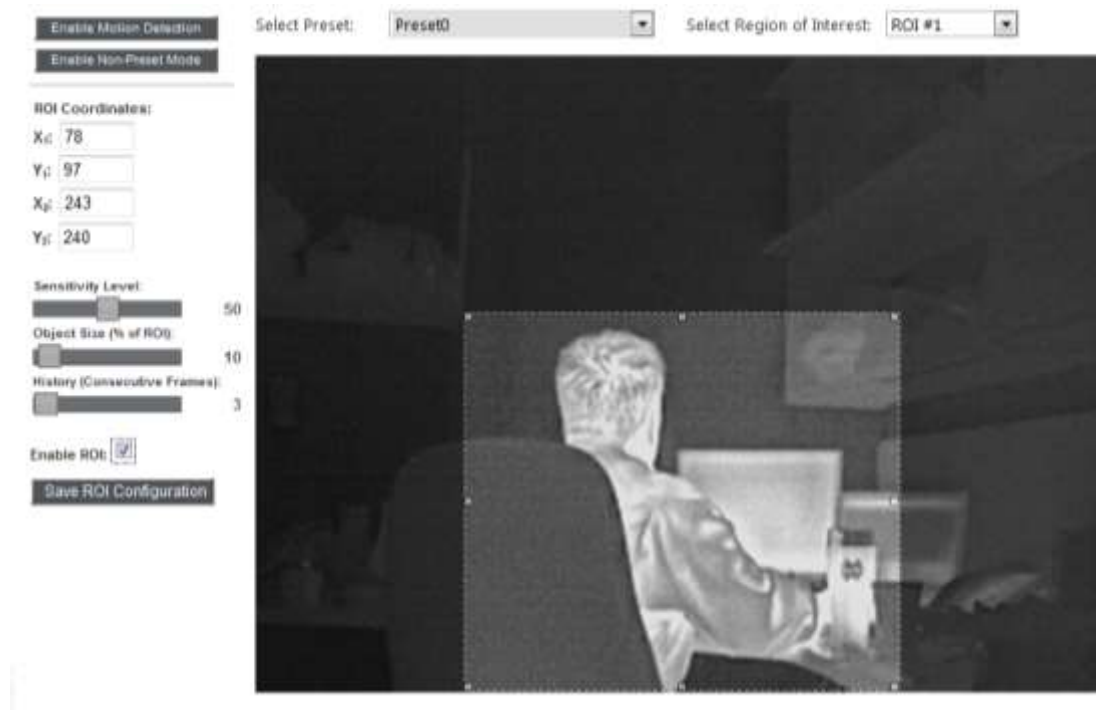


Figure 35: Motion Detection

## 6.4 VIDEO STORAGE

The IP Camera can record video and store video and images on the camera internal memory. The images are archived by date/time and can be retrieved easily. Following are the 3 recording options:

1. Constant Recorded Video: Users can see the list of the recorded video files, and these files are in AVI format and recorded at approximately 1 minute intervals.
2. Video Archive: This selection provides a list of video files that have been selected and archived.
3. Motion Detection Capture Events: Video recordings that have been triggered by a motion detection event will be stored under this category.

Under any of these categories, users can select files and transfer, archive or delete files by highlighting the files and selection the appropriate action.

Table 19 describes the Video Storage options that the administrator or operator can configure. Figure 36 illustrates the video files that are available for download. Notice the videos are stored based upon the host name and the date.

Note: When the internal memory is full, constant recorded videos are automatically deleted (oldest date to most recent date). The Video Archive files are not deleted.

Table 19: Video Storage and Recording

Video Storage	Description
Recorded Video Category	There are 3 video categories in the pull down menu. These categories are Constant Recorded Video, Video Archive and



Video Storage	Description
	Motion Detection Capture Events. Select one of these 3 options. The default option is Constant Recorded Video.
Video Archive	Select this option to view the archived files.
Motion Detection Capture Events	Select this option and events triggered by motion detection are available for view and actions.
FTP Ready	“FTP Ready” indicates that FTP server information has been entered and ftp login has been verified. Details on setting up the ftp server can be found in Section 5.3.2 other network settings.
Select All	Press the Select All button to select all the files. Individual files can be selected by checking the box next to each file.
Refresh Files	Press this button to do a refresh of the files.
Delete Files	Press the Delete Files button to delete the selected files.
Archive Files	Press the Archive Files button to archive the selected files. Archived files can be viewed from the Video Archive pull down menu.
Transfer Files to FTP Server	Select files and press on Transfer to FTP Server button to transfer the files to the FTP server. Click ok in the pop up confirmation window. Another pop up window will confirm the file has been successfully moved to the FTP server.
Search	A simple search used to search the data base name. Only the exact search parameter is used.

Recorded Video Category: Constant Recorded Video FTP Ready

Search:

Select	Date	Times	Size	Download
<input type="checkbox"/>	2013/08/22	23:59:36	7416K	<a href="#">ipcam_20130822235837.avi</a>
<input type="checkbox"/>	2013/08/22	23:58:37	7382K	<a href="#">ipcam_20130822235737.avi</a>
<input type="checkbox"/>	2013/08/22	23:57:36	7442K	<a href="#">ipcam_20130822235638.avi</a>
<input type="checkbox"/>	2013/08/22	23:56:37	7413K	<a href="#">ipcam_20130822235538.avi</a>
<input type="checkbox"/>	2013/08/22	23:55:37	7414K	<a href="#">ipcam_20130822235438.avi</a>
<input type="checkbox"/>	2013/08/22	23:54:38	7414K	<a href="#">ipcam_20130822235339.avi</a>
<input type="checkbox"/>	2013/08/22	23:53:38	7412K	<a href="#">ipcam_20130822235240.avi</a>
<input type="checkbox"/>	2013/08/22	23:52:39	7410K	<a href="#">ipcam_20130822235140.avi</a>
<input type="checkbox"/>	2013/08/22	23:51:39	7414K	<a href="#">ipcam_20130822235040.avi</a>
<input type="checkbox"/>	2013/08/22	23:50:39	7417K	<a href="#">ipcam_20130822234939.avi</a>
<input type="checkbox"/>	2013/08/22	23:49:39	7420K	<a href="#">ipcam_20130822234840.avi</a>
<input type="checkbox"/>	2013/08/22	23:48:39	7416K	<a href="#">ipcam_20130822234741.avi</a>
<input type="checkbox"/>	2013/08/22	23:47:40	7415K	<a href="#">ipcam_20130822234641.avi</a>
<input type="checkbox"/>	2013/08/22	23:46:40	7411K	<a href="#">ipcam_20130822234541.avi</a>

Figure 36: Video Archive Menu



## 7 MAINTENANCE

The camera's maintenance pages are available to the administrator to perform system software updates, reset to factory default, camera restarts, view camera logs, and enable camera functions which are normally left in their default states.

### 7.1 SYSTEM STATUS

The System Status provides the camera's current status such as system temperature, storage space, and version information. Table 20 provides an explanation of the system state. Figure 37 is an example of a system status page.

Table 20: System Status

Motion Detection	Description
System Temperature	Displays the internal temperature of the camera. The camera has a lens heater to keep the lens from icing over during cold conditions. Under most operating conditions the system temperature will stay above 0C.
System Software Version	This is the software version for the camera
System Motor Software Version	This is the software version for the motor of the camera.
System Software Build Time	The date and time the system software was built by CBC AMERICA Corp engineers.
System Start Time	This date and time is used to set the cameras internal clock immediately after a power cycle. It is highly recommended to enable the NTP clock option.
System Hardware Type	This field is used to identify hardware specific features.
CPU Type	Displays the main CPU used in the camera
Video Storage Capacity	Displays the internal storage capacity which is available for video archiving (via the Video Storage web page).
Video Storage Free Space	Displays the remaining free space available on the internal storage.
Sensor Name	Displays the IR camera module name
Sensor Software Version	Displays the IR camera module software version
Sensor Firmware Version	Displays the IR camera module firmware version
Sensor Serial Number	Displays the IR camera module serial number
System MAC address	Displays the unique MAC address. This MAC address is fixed and cannot be changed.
System State	Displays runtime code, if recording is enabled or disabled, and if the lens heater is on or off
System Up Time	Displays the amount of time the camera has remained running and provides load averages for debugging.
Sensor Info	Displays the IR camera module resolution, output frame rate, and field of view

• System Status

- Restart Camera
- Restore Factory Defaults
- Format Local Storage
- System Update
- Camera Functions
- Log
- Copyright

System Temperature	27°C / 81°F
System Software Version	2.1.5092 (00150003)
System Motor Software Version	1.2.4853
System Software Build Time	Sep 18 2013 12:22:20
System Start Time	Tue Feb 4 18:51:42 2014
System Hardware Type	1
System CPU Type	DM368
Video Storage Capacity	1932 MB
Video Storage Free Space	116 MB
Sensor Name	System: Tamarisk-320
Sensor Software Version	Rel: X1.P1.00.02.34
Sensor Firmware Version	RTL Rel: 01.00.4490
Sensor Serial Number	T3003965 , 13088
System MAC Address	F8:05:1C:00:06:19
System State	00000000: Normal, Heater Off
System Up Time	19:29:30 up 38 min, load average: 1.16, 0.83, 0.60
Sensor Info	320x240 QVGA 30fps 40 Degree

Figure 37: System Status

## 7.2 RESTART CAMERA

The IP Camera can be by power cycled by clicking the restart camera. Internally the camera power cycles all major sub systems including the main processor, memory, and the IR camera module.

- System Status
- Restart Camera
- Restore Factory Defaults
- Format Local Storage
- System Update
- Camera Functions
- Log
- Copyright

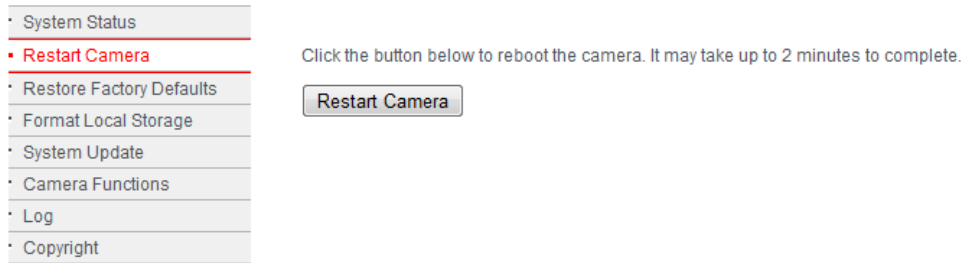
Click the button below to reboot the camera. It may take up to 2 minutes to complete.

Restart Camera

2013 DRS Technologies

Figure 38 illustrates the Restart Camera web page.

Note: The IR camera can also be reset to factory defaults by pressing and holding the reset button (on the back of the camera) for at least 20 seconds.



2013 DRS Technologies

Figure 38: Restart Camera

### 7.3 RESTORE FACTORY DEFAULTS

The Restore Factory Defaults button is used to configure the camera to its default setting. Once the camera is set to its factory defaults a system reboot is performed automatically.

Alternatively, the Restore Partial Factory Defaults option can be used to preserve the current network configuration of the camera. For example, a camera with a set static IP will not revert to DHCP mode.

Figure 39 displays the Restore Factory Defaults web page.

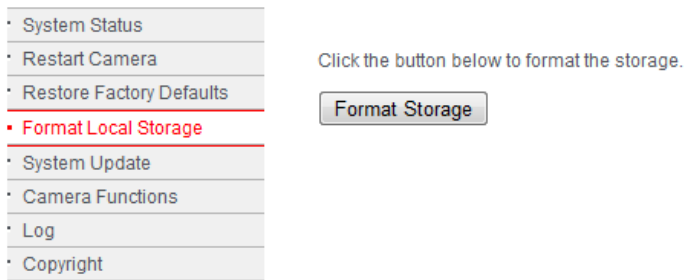


2013 DRS Technologies

Figure 39: Restore Factory Defaults

### 7.4 FORMAT LOCAL STORAGE

The Format Local Storage button allows the administrator to erase all video files stored on the camera's internal memory. Figure 40 displays the Format Local Storage web page.



2013 DRS Technologies

Figure 40: Formal Local Storage

## 7.5 SYSTEM UPDATE

From time to time CBC AMERICA Corp will release updated software for the camera; these updates typically include new features and functions. New System Software is uploaded by selecting the Browse button, navigating to the upgrade file, and clicking the Upload Software button.

The Camera Configuration can also be uploaded and downloaded. To upload a new configuration file, click the Browse button, navigate to the configuration file, and click the Upload Config File button. To download a configuration file, click Get Config File. The administrator is prompted to save the file. Configuration file downloads are typically used for camera debug or backup purposes and are not normally used. Figure 41 displays the System Update web page.

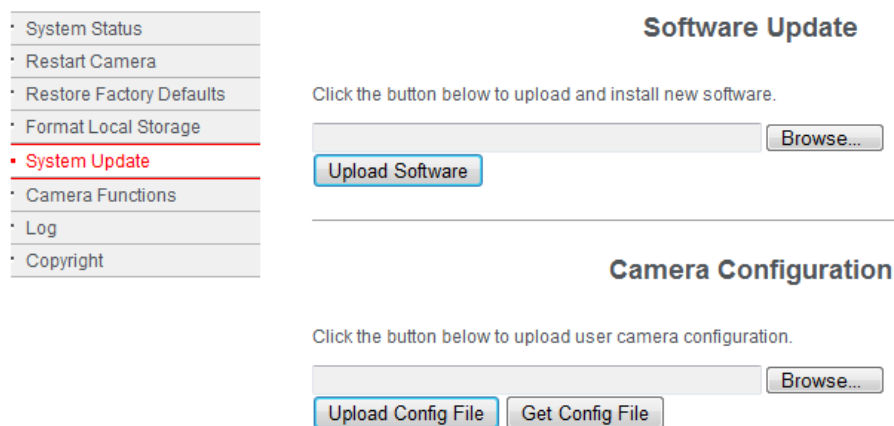


Figure 41: System Update

## 7.6 CAMERA FUNCTIONS

The Camera functions web page allows the administrator to enable/disable the heater, adjust the Auto calibration interval, and enable/disable video recording to the internal memory.

### 7.6.1 Heater Control

The lens heater can be enabled or disabled by clicking on the toggle button. When the heater is enabled, the internal camera temperature is displayed and the current heater duty cycle is displayed. As the system temperature increases the duty cycle decreases. As the system temperature decreases the duty cycle increases; at a system temperature of 0C, the duty cycle will be 100%. Figure 42 displays the Heater Control web page.

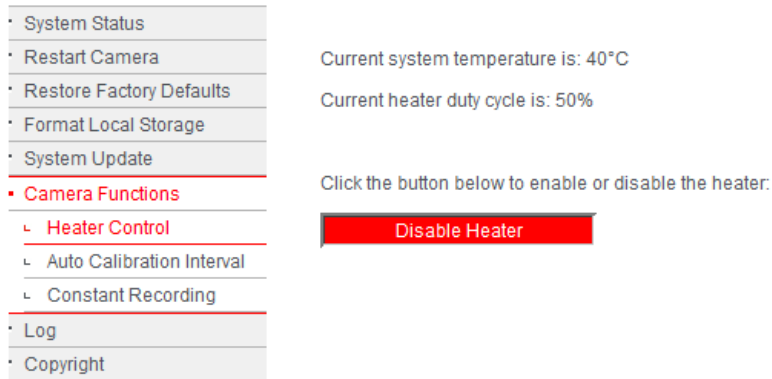


Figure 42: Heater Control

### 7.6.2 Auto Calibration Interval

The Auto Calibration Interval allows the administrator to adjust how often the IR camera module performs a non-uniformity correction (NUC). The default value is 5 minutes. If the camera is thermally stable, the interval can be increased to a maximum of 60 minutes.

In motion detection and video analytics applications the periodic NUC may cause a discontinuity in the video image and hence the user may want to increase the Auto Calibration Interval. Figure 43 displays the Auto Calibration web page.

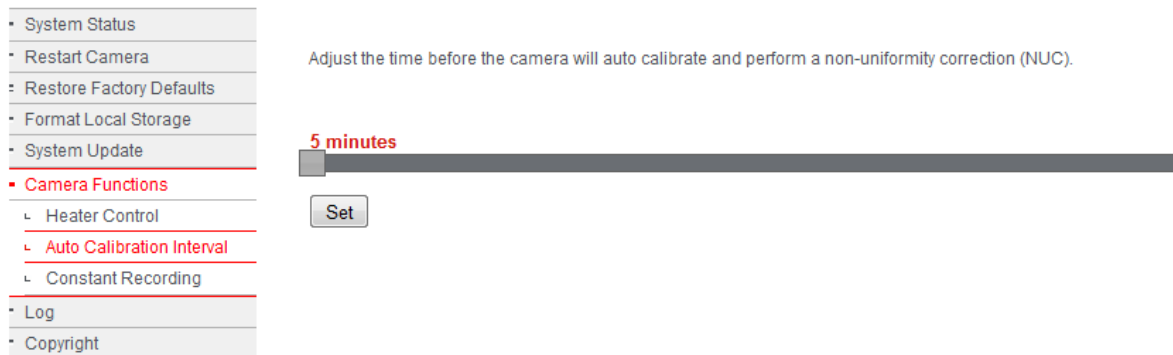


Figure 43: Auto Calibration Interval

### 7.6.3 Constant Recording

The administrator can enable or disable the recording of video (to the camera's internal memory) by clicking on the toggle button. If the Constant Recording is disabled, no additional videos will show up on the video storage web page. Figure 44 displays the Constant Recording web page.

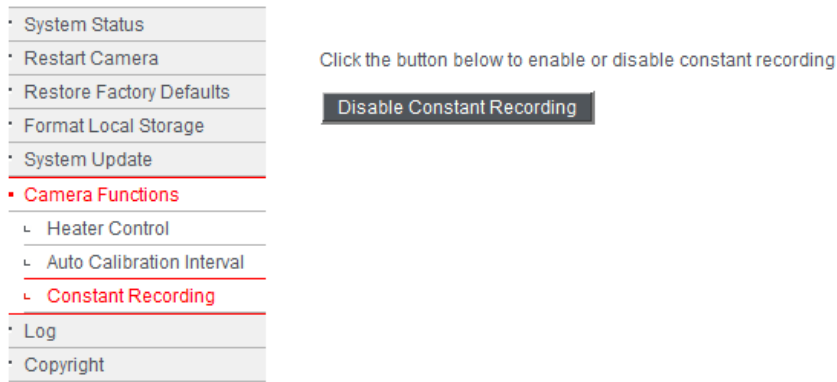


Figure 44: Constant Recording

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## 7.7 LOG

The IP camera provides logs for viewing and troubleshooting purposes. Click on Log Viewer to see the list of logs. The logs may include camera start time, camera logout time, camera recording start time, and motion event time.

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## 7.8 COPYRIGHT

Provides the camera manufactures' copyright notice.

## 8 INTEROPERABILITY

The Ganz Thermal® ZNT6-P Series is an IP networked solution and is conformant to the Open Network Video Interface Forum (ONVIF™) standard in a networked environment and can easily interwork with 3<sup>rd</sup> party Video Management Systems (VMS). The Open Network Interface Forum (<http://www.onvif.org>) is an open global industry forum committed to the goal of standardizing the interface of physical IP-based security products in order to promote interoperability between various security devices and software. The ONVIF™ forum is supported by industry leaders and is set out to become a mandatory feature of all IP-based security products. CBC AMERICA Corp is a member of the ONVIF™ forum and the Ganz Thermal® ZNT6-P Series conforms to the ONVIF™ standard. ONVIF™ commands are exposed through the Simple Object Access Protocol (SOAP) interface which transports XML over the HTTP protocol in order to send standardized XML commands to the IP camera.

**Please note “ONVIF” and the ONVIF logo are trademarks of ONVIF Inc.**

In addition, CBC AMERICA Corp has implemented many commands and controls to manage the camera through the Ganz Thermal Web Interface using HTTP POST methods. These commands are available for 3<sup>rd</sup> party Application providers to implement every single feature of the Ganz Thermal® ZNT6-P Series Camera.

CBC AMERICA Corp provides an Interface Control Documents (ICD) to make it easier for 3<sup>rd</sup> party vendors to implement ONVIF™ commands as well as the Ganz Thermal Web Interface commands. Please contact CBC AMERICA Corp or its authorized distributor to obtain a copy of these documents.

## 9 MAINTENANCE AND TROUBLESHOOTING

### 9.1 MAINTENANCE

The IP Camera requires very little physical maintenance. The camera has a built-in heater which provides anti icing and defogging for the camera lens. The camera lens can be cleaned as necessary.

### 9.2 RECOMMENDED CARE

It is recommended that the user inspect the camera lens window every 30 days for cleanliness and to perform cleaning as required.



#### CAUTION

Smudges on the camera window will impair images. Avoid touching the camera window with bare hands.

1. Remove loose soil from camera surface with a clean, dry, soft brush Use lens cleaning paper for cleaning the camera window.
2. Moisten a folded lens tissue; using light pressure in a circular motion starting in the center, wipe the lens surface to remove oil, smears, streaks, or haze.
3. Dry the lens window with a second lens tissue using the same circular wiping motion.
4. Allow to dry.
5. If haze or smears are present, repeat procedure until surface is clean.

### 9.3 TROUBLESHOOTING

This section highlights some common issues that may be encountered while using the Ganz Thermal® ZNT6-P Series, possible causes, and recommended actions.



Table 21: Troubleshooting Symptoms, Causes and Recommendation

Symptom	Possible Cause	Recommendation
Issue setting the IP address of the camera or discovering the camera	DHCP address may not be assigned to the camera or may have been changed	Check the network DHCP server IP address assignments and lease. Alternatively, move the camera to an isolated network and make sure camera gets DHCP address and is accessible. Move the camera back to the network and test it. If you still have issues, reset the camera physically by pressing the reset button on the rear of the camera and test the camera again. This will ensure the camera releases the IP address.
	IP address may be used by another device	Check the DHCP settings. Obtain a new IP address using DHCP. Ensure this is a unique IP address
	The camera may be located on a different subnet	Contact your IT administrator to get the IP address of the camera
	POE Switch port powering the camera may have gone bad or the power provided by the POE switch may not be adequate	Check the POE switch/port and ensure the port is working ok. Ensure POE switch ports provide the necessary power (camera requires a minimum of 13 watts of power)
Cannot login to the IP Camera	Login credentials may be incorrect	Check the login user id of the user or admin
No video image displayed on the main menu or the view menu of the Ganz Thermal Web Interface	VLC media player may not have been installed	Install the VLC media player directly from the IP Camera. Camera will prompt for the VLC install. Alternatively, download from the VLC website <a href="http://www.videolan.org/vlc/">http://www.videolan.org/vlc/</a>
	VLC media player may not be working	Reset IE or Firefox browser security settings to its default value. Go to tools->options
	Screen may not have been refreshed, especially after Firmware upgrade of the camera	Press the CTRL + F5 keys on your keyboard to refresh the screen and clear your browser cache

## 10 WARRANTY

CBC AMERICA Corp warrants the Ganz Thermal® ZNT6-P Series will perform substantially as described in the applicable User Manual during normal use for a period of twenty-four (24) months from the original shipment date. This limited warranty is void if failure of the Ganz Thermal® ZNT6-P Camera to conform to the warranty has resulted from improper installation, testing, misuse, neglect, accident, fire or other hazard, or any breach of this Agreement.

## 11 SUPPORT

For any support questions on the Ganz Thermal ZNT6-P Series, CBC America Corp may be contacted through the Ganz web site or through the CBC America Corp phone number listed below.

<http://www.ganzsecurity.com>

800.422.6707